Teeline GOLD

Workbook

Harry Butler

the most successful shorthand system

HEINEMANN

Heinemann Educational Publishers
Halley Court, Jordan Hill, Oxford OX2 8EJ
a division of Reed Educational and Professional Publishing Ltd

OXFORD MELBOURNE AUCKLAND
JOHANNESBURG BLANTYRE GABORONE
IBADAN PORTSMOUTH (NH) USA CHICAGO

© Text: Harry Butler 1991
© Teeline outlines: Teeline Education Ltd 1991
First published 1991
99 00 01 02 12 11 10 9 8

British Library Cataloguing in Publication Data is available from the British Library on request.
ISBN 0 435 453548

Designed by Michael Shackleton

Printed in Scotland
by Thomson Litho Ltd, East Kilbride

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About the author
Harry Butler is the former chief shorthand instructor for the Graduate Centre for Journalism at City University in London and a former shorthand consultant to the National Council for the Training of Journalists and The Press Council. He is the author of **Teeline Shorthand Made Simple** and the editor of **Handbook for Teeline Teachers** and has been teaching Teeline for more than 25 years.

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Key 80

Introduction

This book is designed to be worked in parallel with Teeline Gold: *The Course Book*. Follow the instructions carefully and you will reach your maximum proficiency in a minimum of time.

Some people learn best by seeing, others by hearing and others by doing. Shorthand is a valuable skill which is learned by a combination of all three. This book will show you how. All you have to do is to follow the instructions rigidly, without skipping or skimping anything.

HOW TO USE THE WORKBOOK

Flip through a few of the pages. You will find lines of printed shorthand for each unit of *The Course Book*. Below them are two blank lines which you will be using shortly. At the end of most units is a passage for reading.

When you have studied the first unit in Teeline Gold and have completed the exercises, turn to Unit 1 in this book. Read the printed shorthand through to the end of the unit. Then, on the first blank line, copy the printed Teeline from the line above. Take your time over this.

Copy the words as neatly as you can and *say* each word *mentally* as you do so. In this way you are learning by seeing, saying and doing, (ie writing) all at the same time. You will understand everything clearly if you follow this method. *Ignore the second blank line* - you will be using it later on.

The reading passages are for reading only, although your tutor may also wish to use them for dictation. Try to read them as quickly as you can. At the end of each passage, there are two columns marked **first reading** and **second reading**. For the time being ignore the second column. When reading (either mentally or aloud), time yourself. Enter the time taken in minutes and seconds against the word **first** under **first reading**.

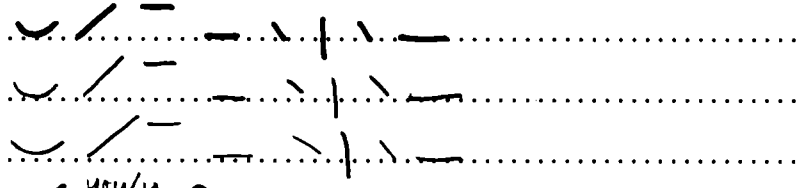
Then read the passage through twice more and record your reading speed in the appropriate spaces in the first reading column. You should find that the second and third readings are completed more quickly than the first. This is because there is less hesitation and you have started to recognise outlines more easily.

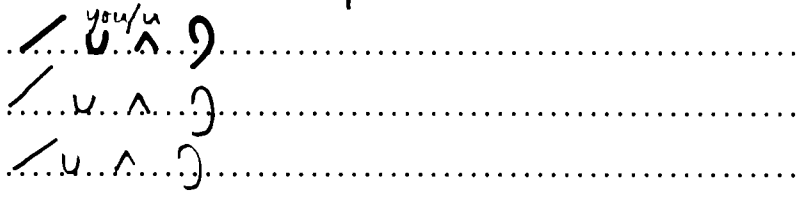
Continue in this manner with subsequent sections - first the relevant unit in the textbook, then the same one in *The Workbook*. Remember: ignore the second blank line and the column marked second reading.

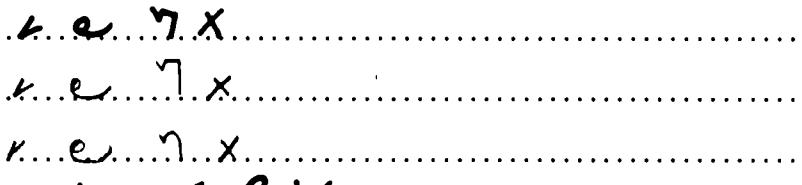
Continue in this fashion until Unit 10. From now on there is a slight change in method. When unit 10 has been completed in *The Workbook*, turn back to Unit 1. Work through it as before, but this time write on the *second* blank line. This will consolidate what you have learned earlier and remind you of things you might have partially forgotten. This will assist in fixing things more firmly in your mind.

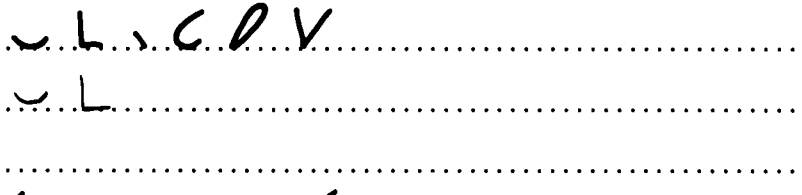
When you go through the reading practice passages for the second time, time yourself and make a record in the second reading column. Do the job thoroughly. Read each passage three times; when you check your second set of readings against your first you will no doubt be surprised at how much faster you have become. That shows your progress! You will experience a sense of achievement, and that is a big step towards success.

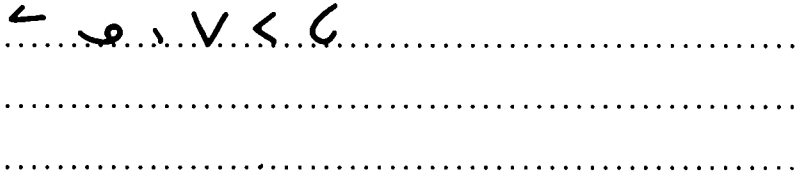
Unit 1
Introducing the Teeline alphabet

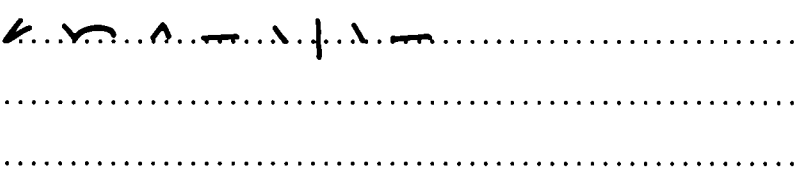
1 

2 

3 

4 

5 

6 

Unit 2
Writing in Teeline

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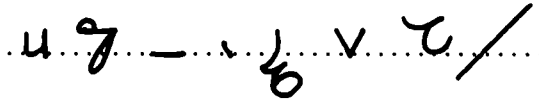
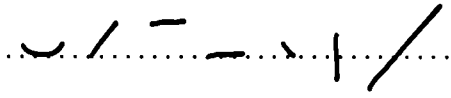
2 

3 

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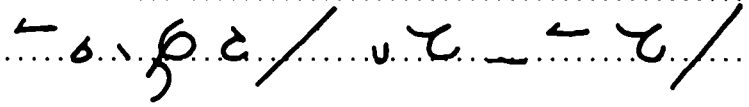
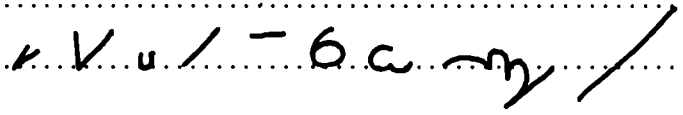
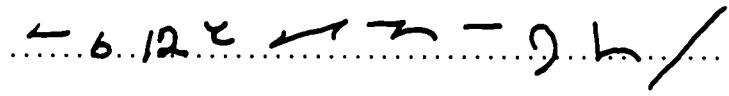
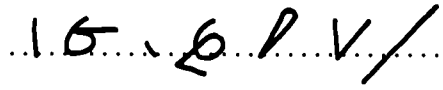
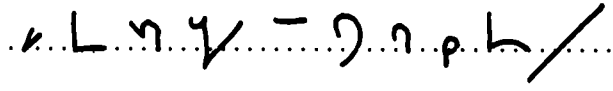
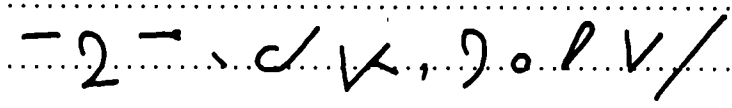
5 

6 

7 

8 

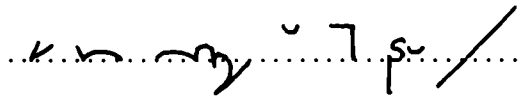
9 

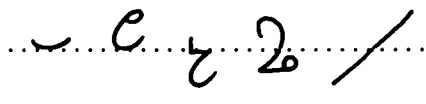
10 

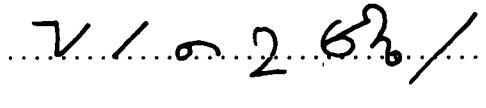
Remember

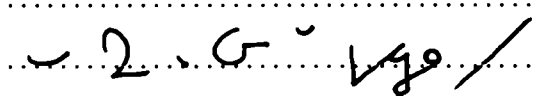
write all vowels smaller than consonants, except circle **S**.
The letter **G** can represent **DG** as in hedge, ledge and badge.
Always write a **W** when it follows a sounded vowel, as in ho**W**, ra**W**, a**W**kward.

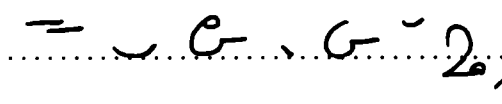
Unit 3
Additional Teeline characters

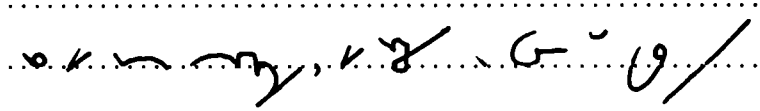
1 

2 

3 

4 

5 

6 

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Unit 4
S and plurals

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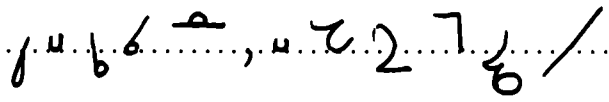
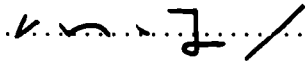
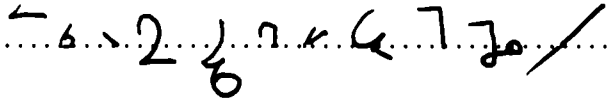
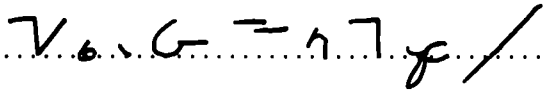
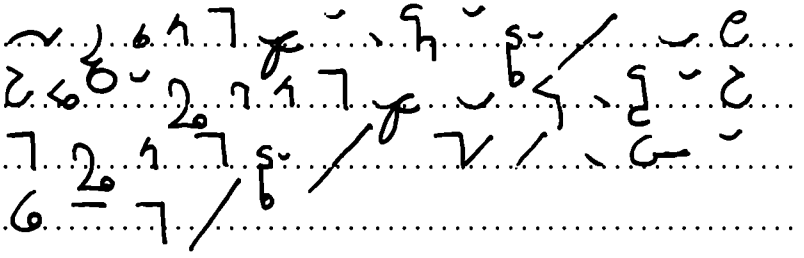
10 

11 

12 

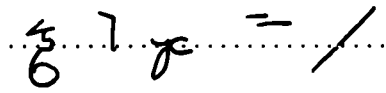
13 

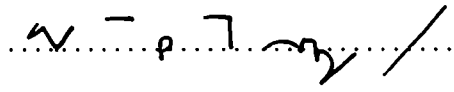
Reading practice

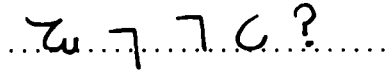


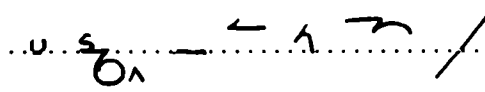
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

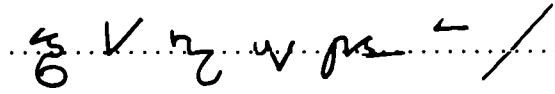
Unit 5
Word groupings: 1

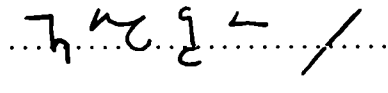
1 

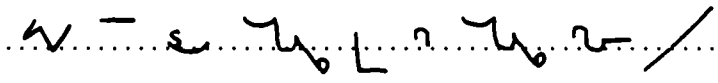
2 

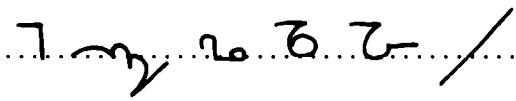
3 

4 

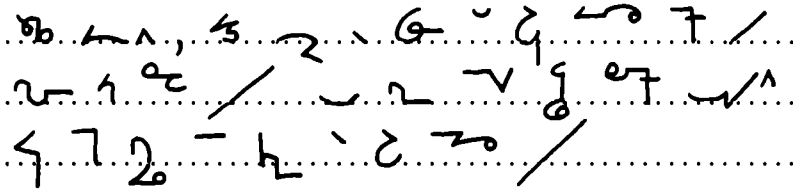
5 

6 

7 

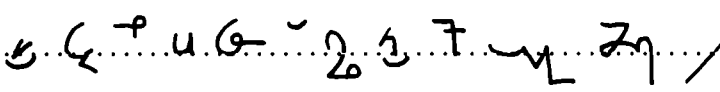
8 

Reading practice



	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

Unit 6
Word groupings: 2

1 

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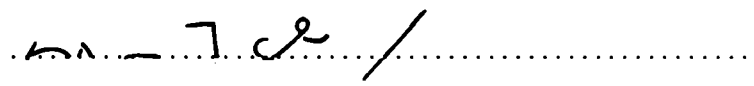
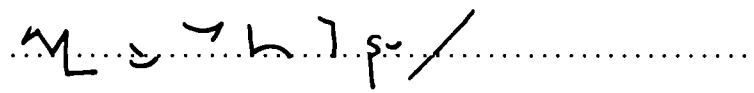
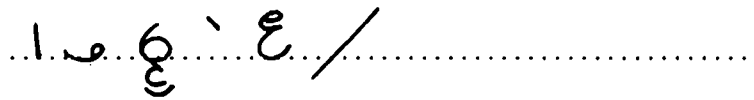
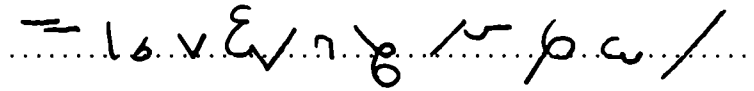
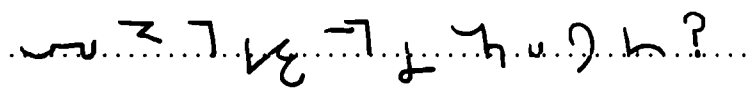
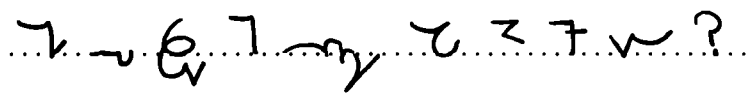
3 

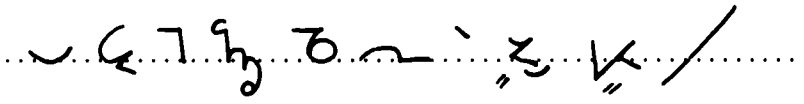
4 

5 

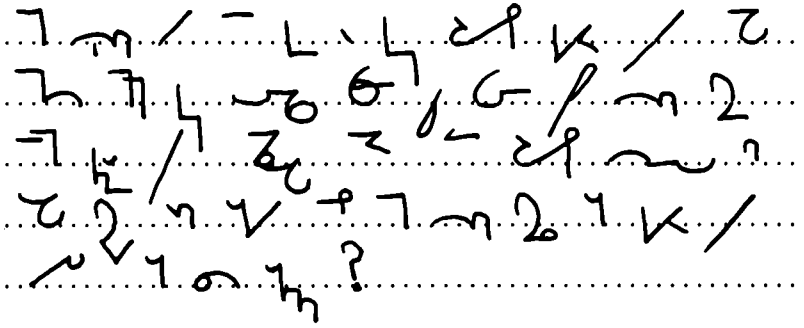
6 

7 

8 

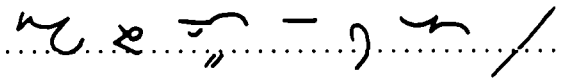
9 

Reading practice



	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

Unit 7
T and D

1 

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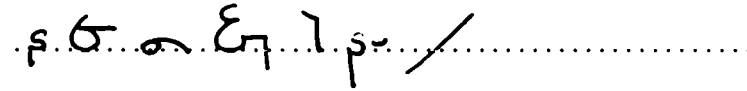
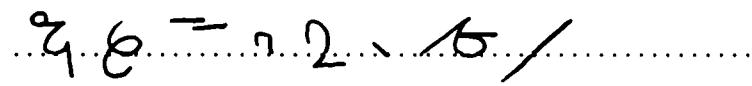
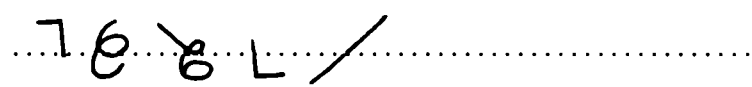
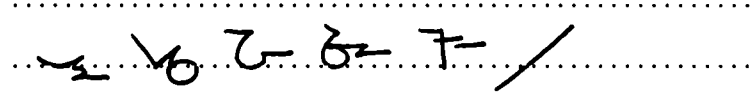
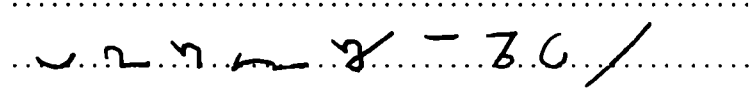
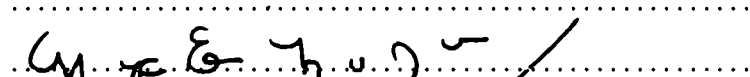
3 

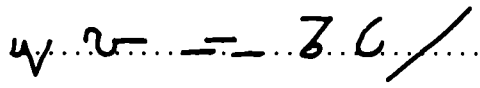
4 

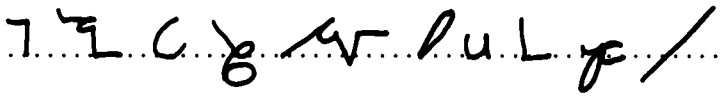
5 

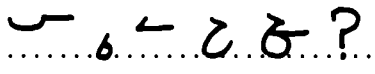
6 

7 

8 

9 

10 

11 

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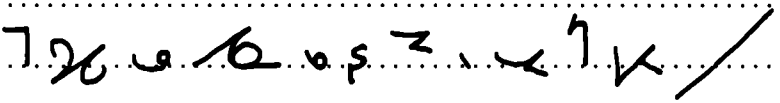
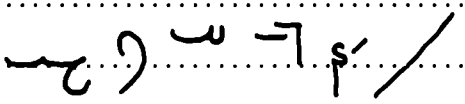
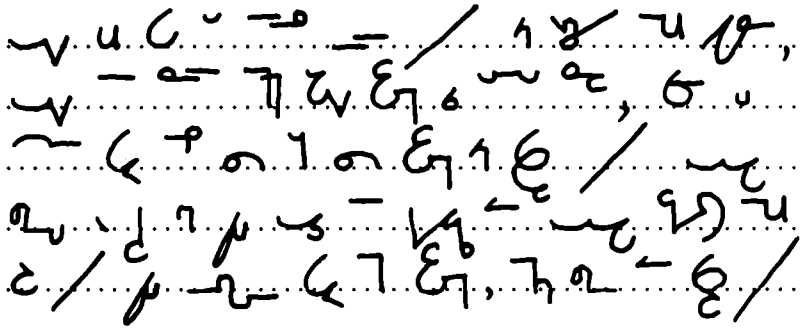
13 

14 

Remember

that **F** also represents **PH** and **GH** in such words as phone, photo, cough.

Reading practice



	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

Fill the gaps 1

Each gap in the sentences below represents a special form which you should know. Work out the sense of the sentences and then fill in the appropriate Teeline outlines.

1 We shall meet them ..... five.....

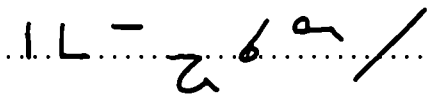
2 If you ask the .....she will give ..... the answer.

3 We ..... business to do in.....town.

4 No-one was injured in the .....

Unit 8
***Y** at the end of a word; **Y** in the middle of a word*

1

2 

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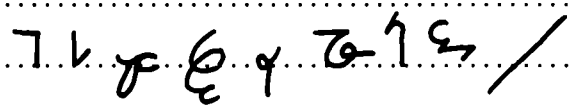
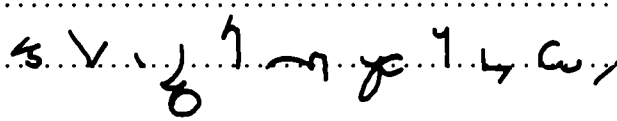
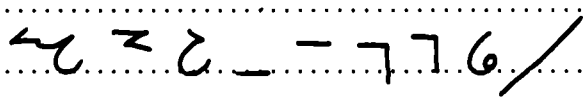
4 

5 

6 

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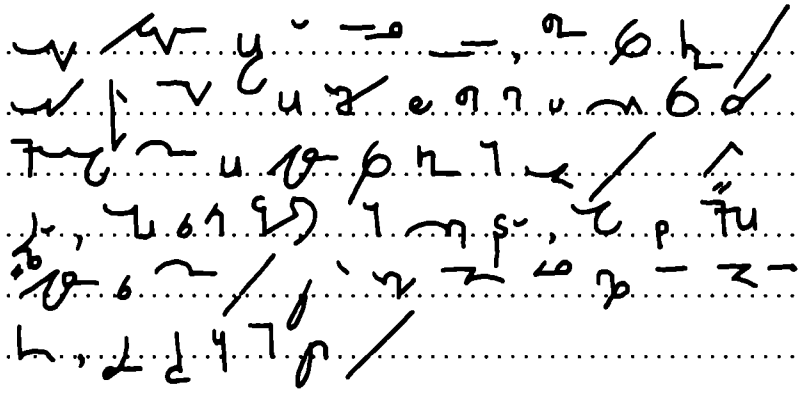
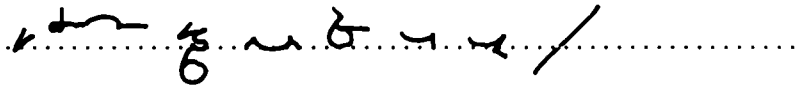
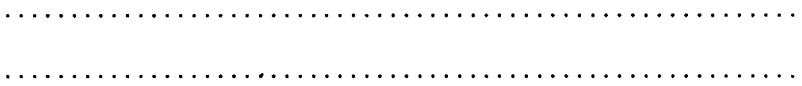
Reading practice

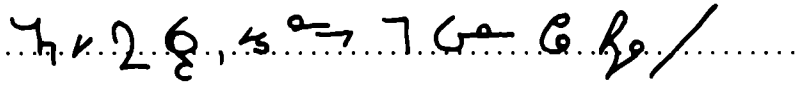


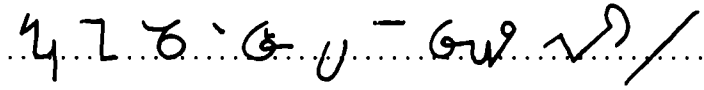
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

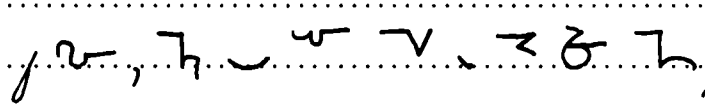
Unit 9
More about vowels

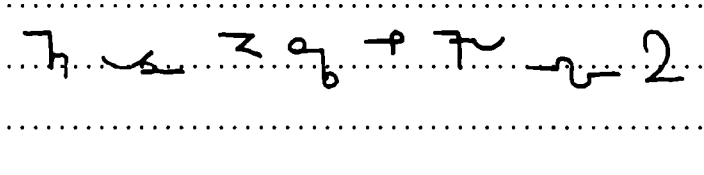
1 

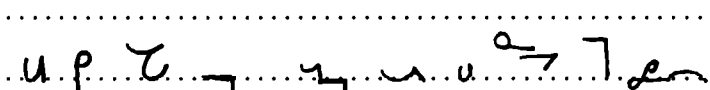


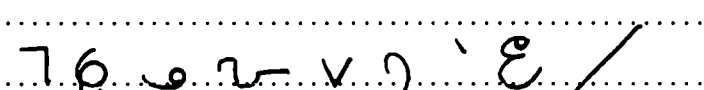
2 

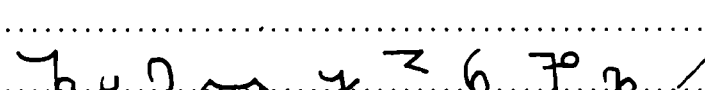
3 

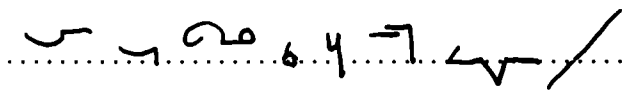
4 

5 

6 

7 

8 

9 

Fill the gaps 2

Each gap in the sentences below represents a special form which you should know. Work out the sense of the sentences and then fill in the appropriate Teeline outlines.

1 We thought it ..... to draw attention to the error.

2 Pay the ..... bill, or we shall have no light!

3 She wrote a ..... giving an ..... of what she had seen.

4 There are two ..... three people waiting ..... see you.

5 If you turn to ..... five you will find an account of the meeting.

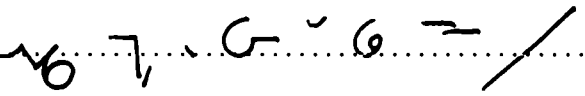
6 It looks like rain, so do not go ..... your umbrella.

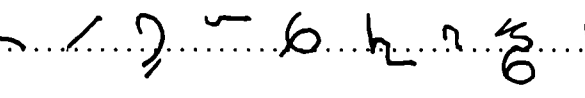
7 I hope you will have an ..... to meet them.

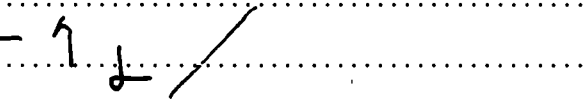
8 To be ..... not to be: ..... is the .....

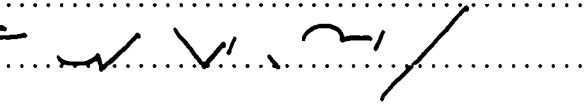
Remember
keep your circle on **B** larger than an **S**

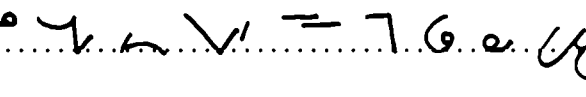
Unit 10
Vowel indicators as word endings

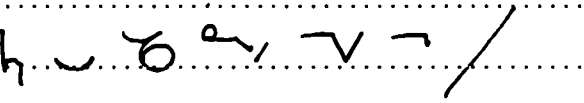
1 

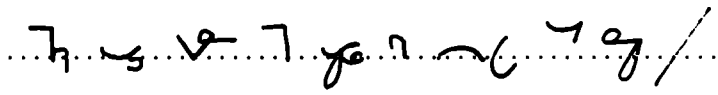
2 

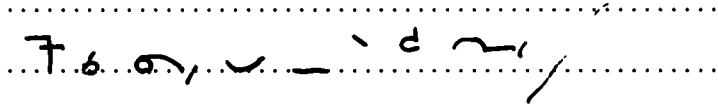


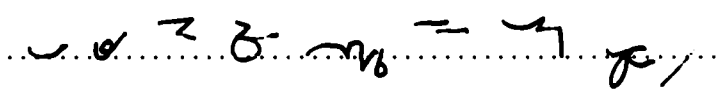
3 

4 

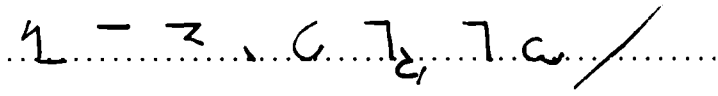
5 

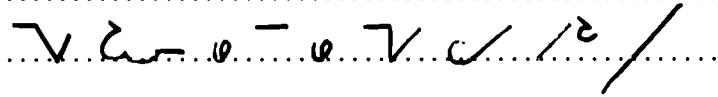
6 

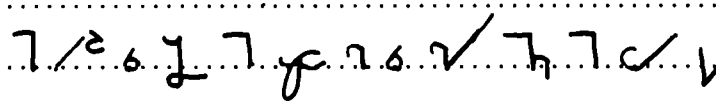
7 

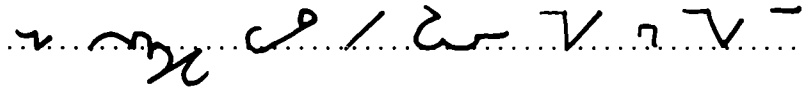
8 

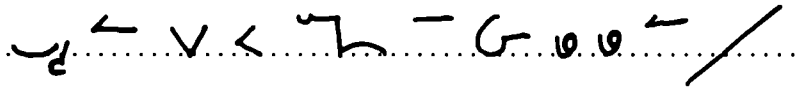
Unit 11
Vowel indicators to extend word endings

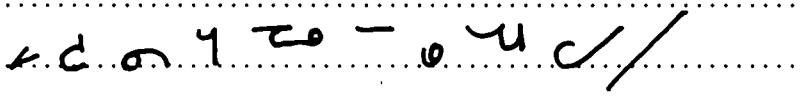
1 

2 

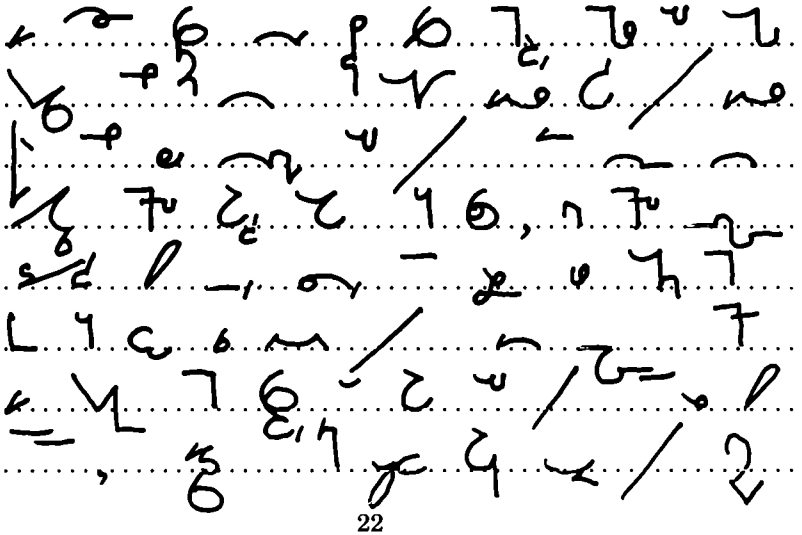
3 

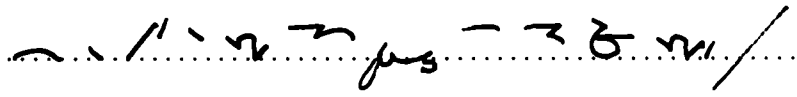
4 

5 

6 

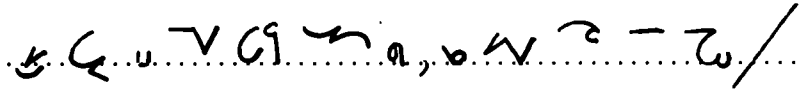
Reading practice

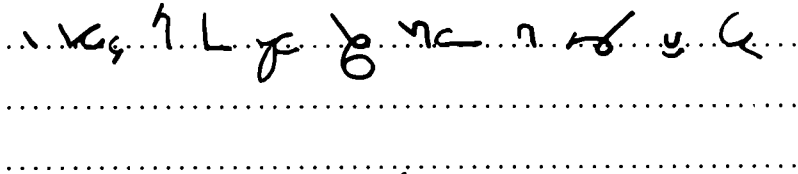


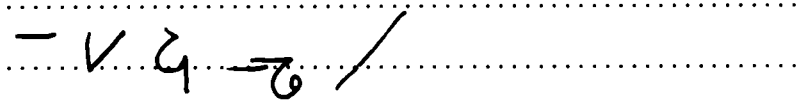


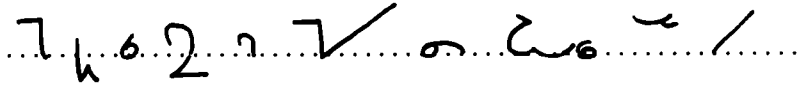
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

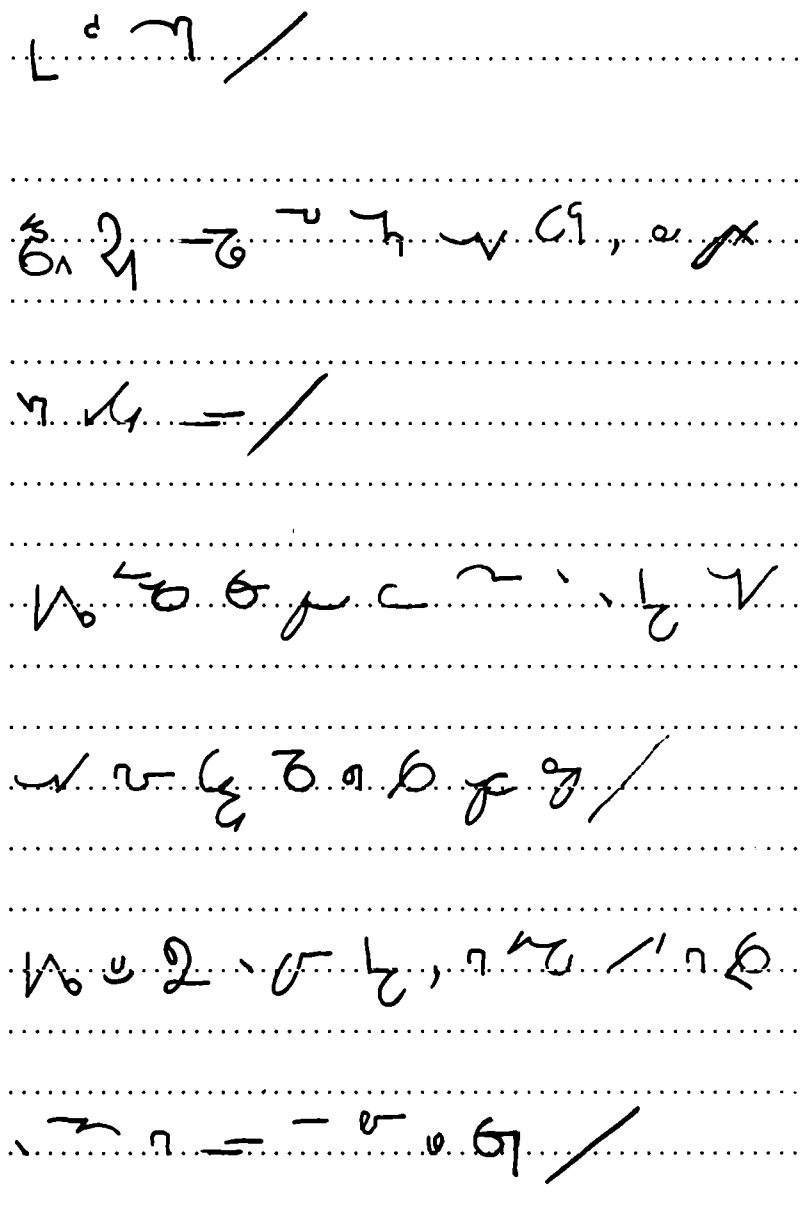
Unit 12
*Word endings -**NCE, CH** and -**NCH***

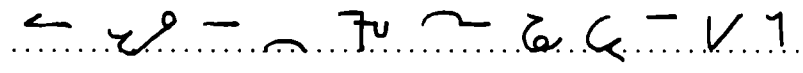
1 

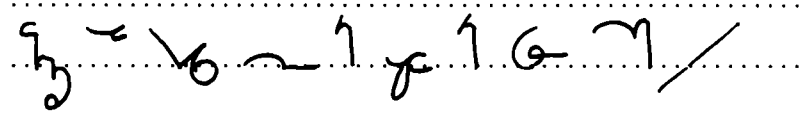
2 

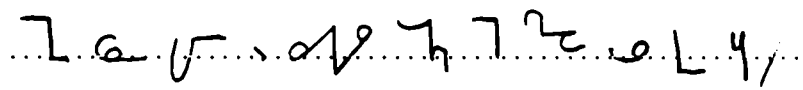


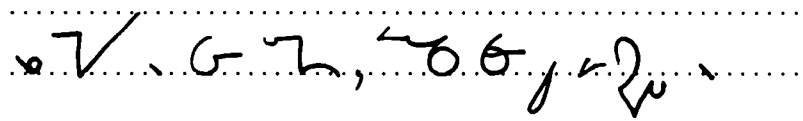
3 

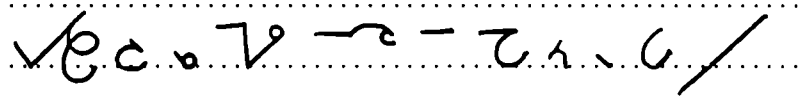


7 

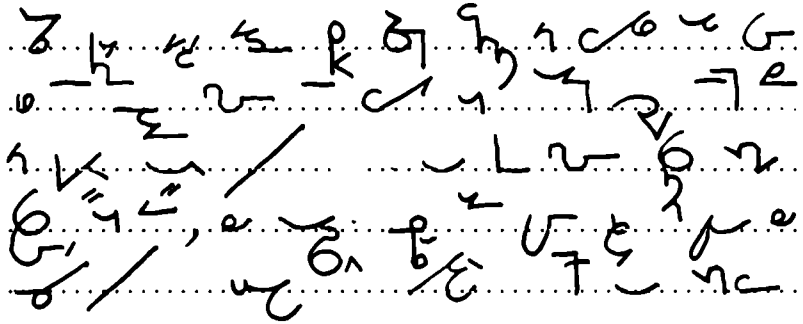


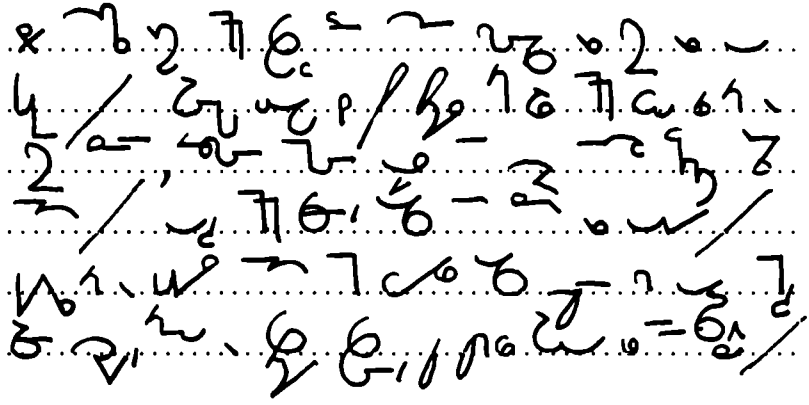
8 





Reading practice

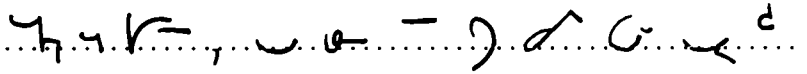


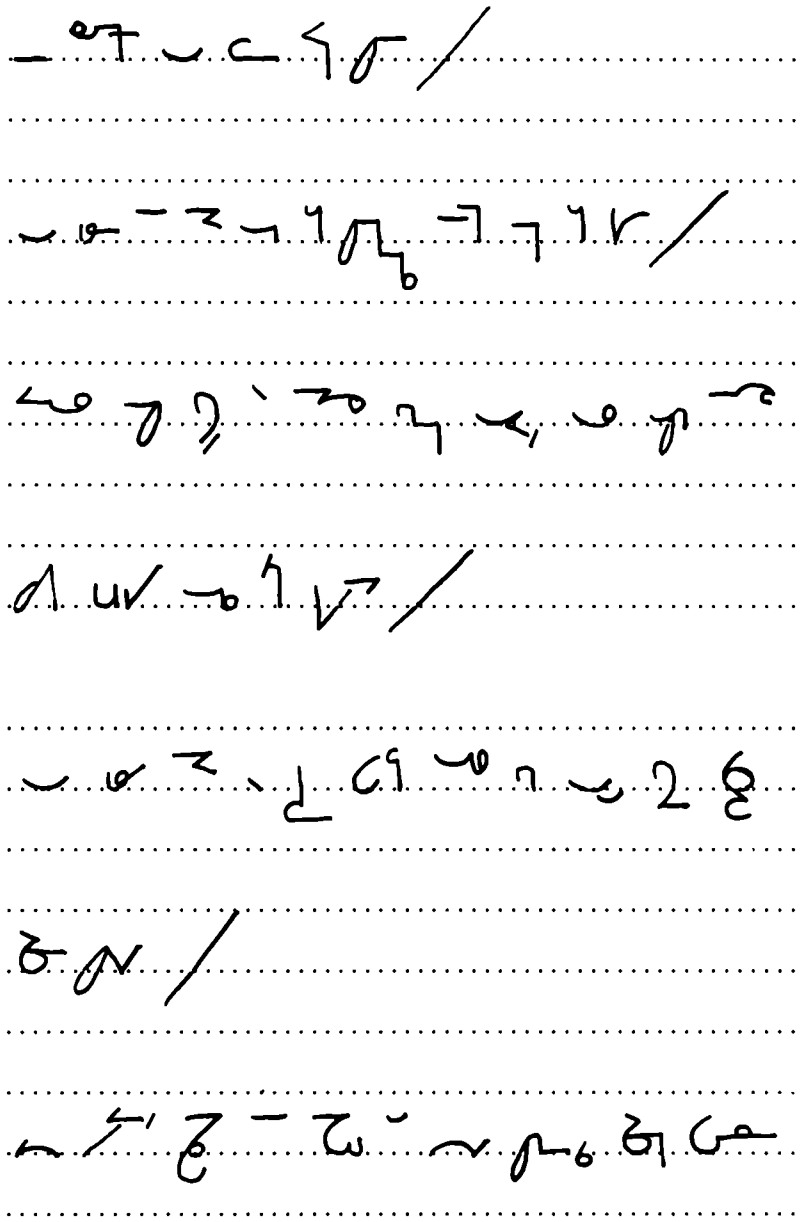


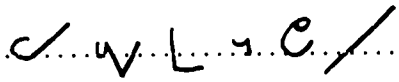
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

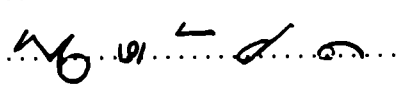
Remember
when a word ends in **-ingly**, write the **L** close to the outline and ignore the **-ing** indicator.

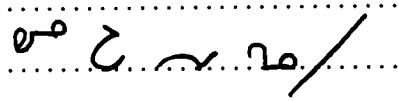
Unit 13
*Forms of **F** and **L**: **F** blends*

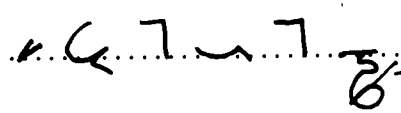
1 

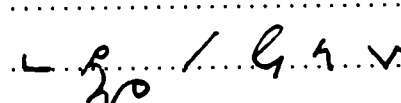


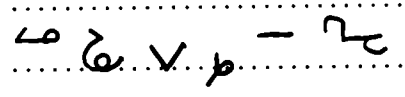


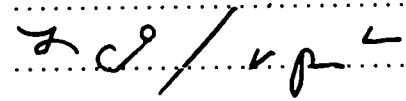
6 



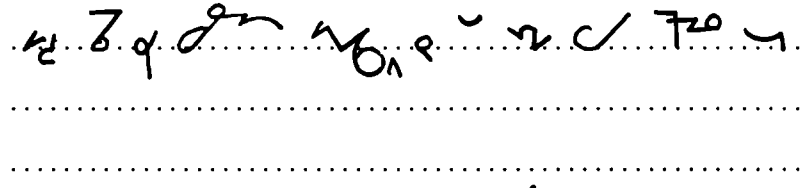
7 

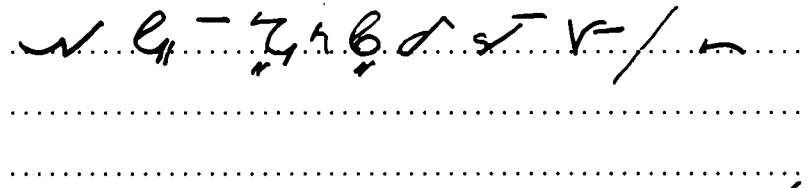


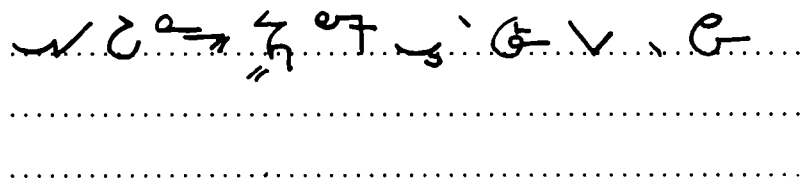
8 

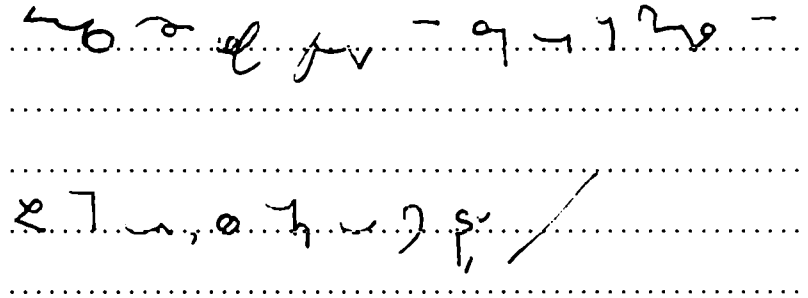


Unit 13 (continued)

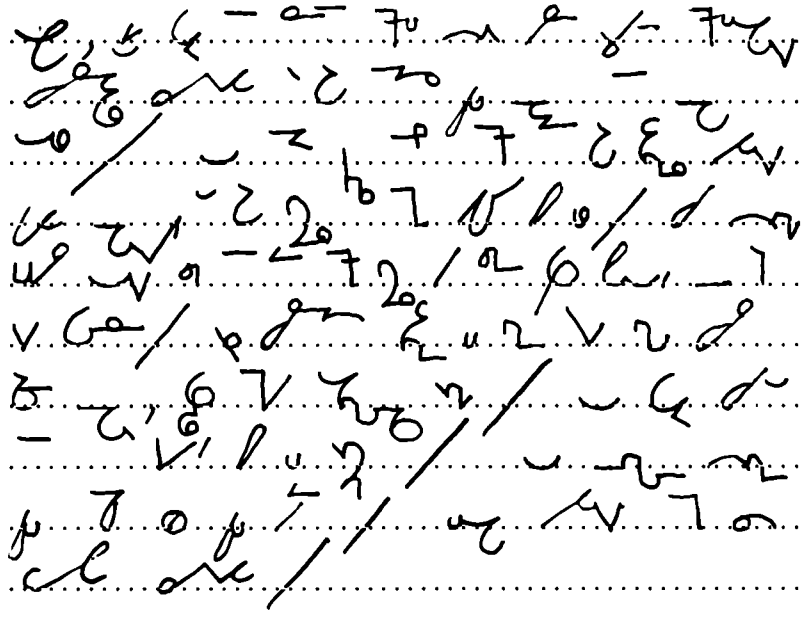
9 

10 

11 

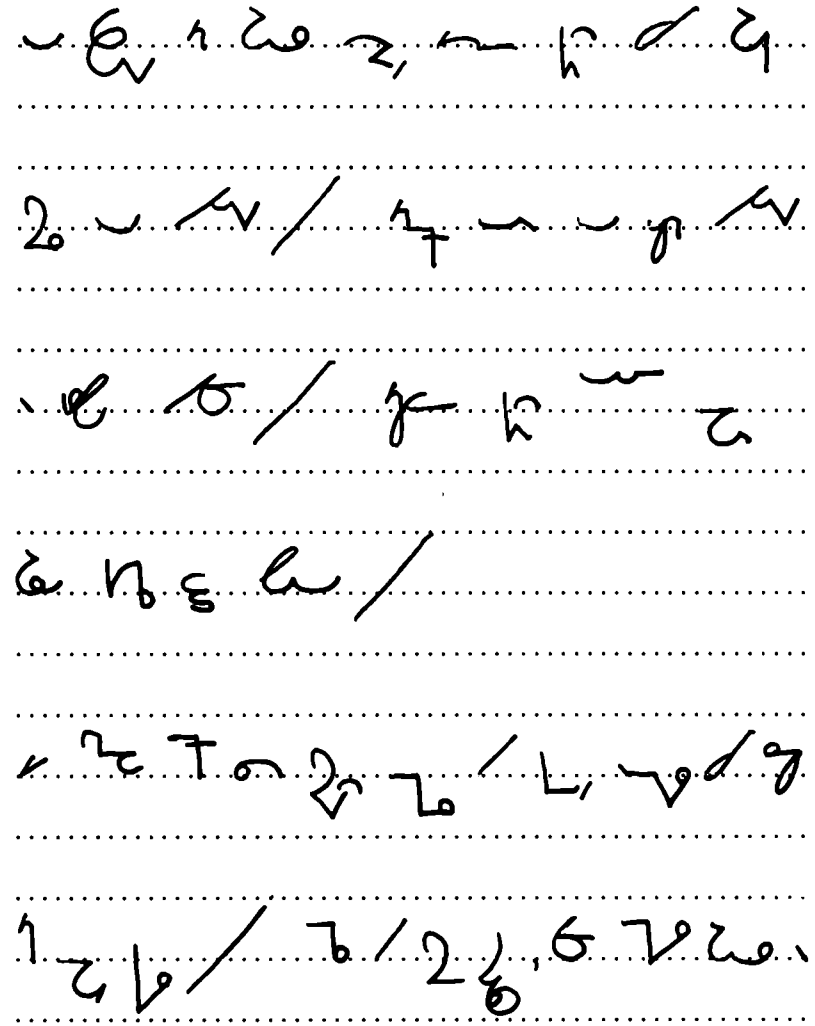
12 

Reading practice



	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

Unit 14
*Word endings -**MENT** and -**SELF***

1 

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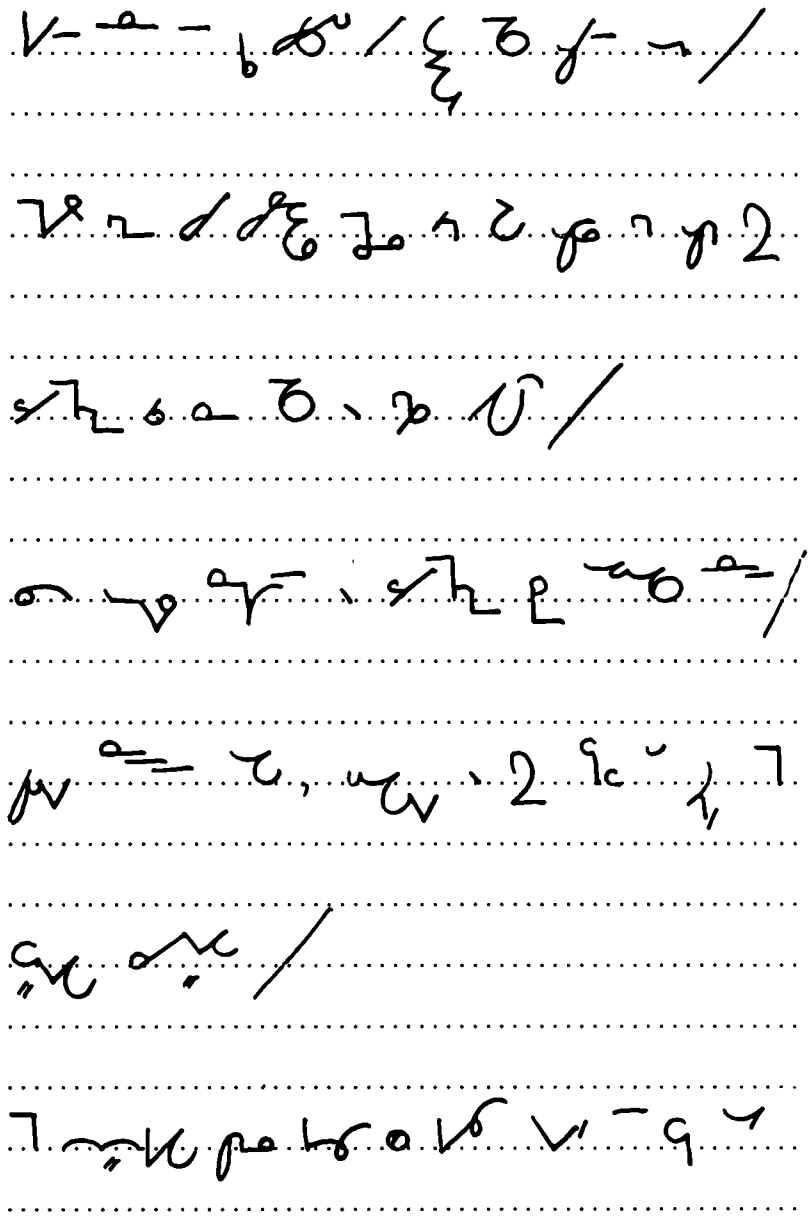
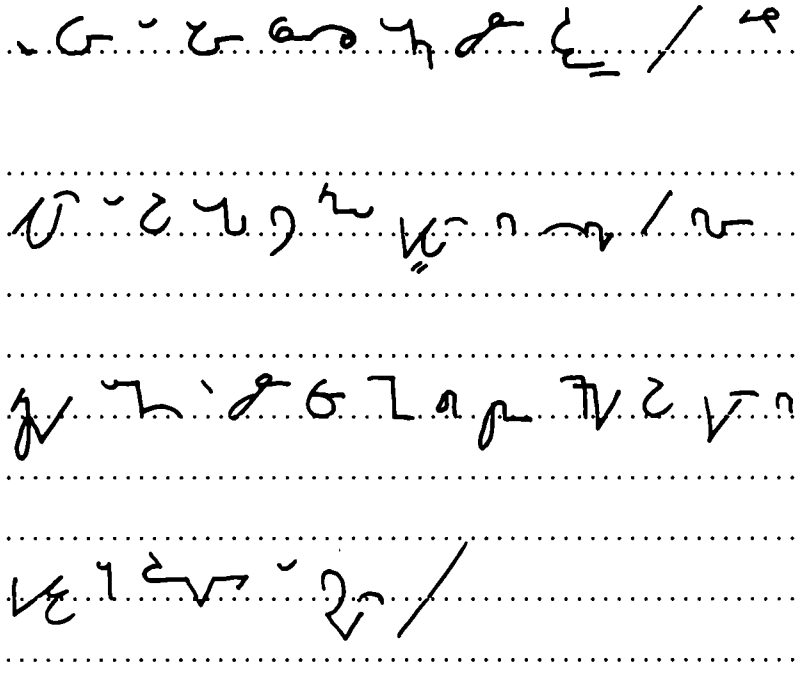
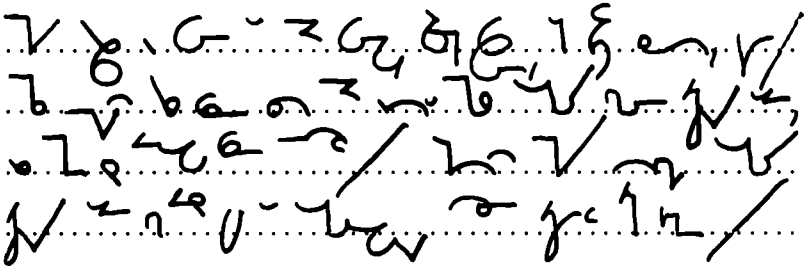


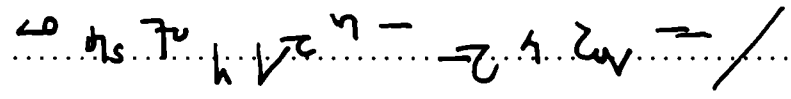


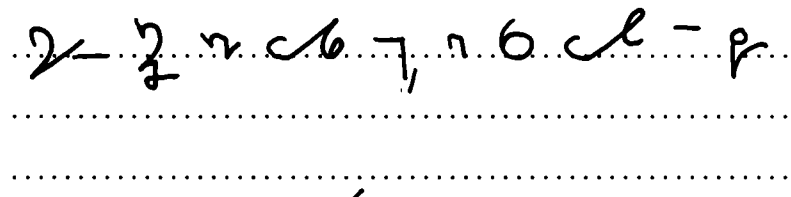
Reading practice

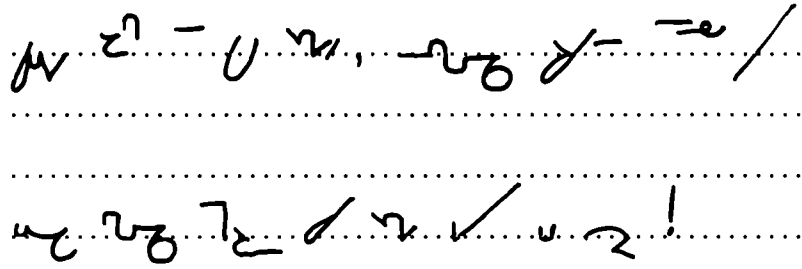


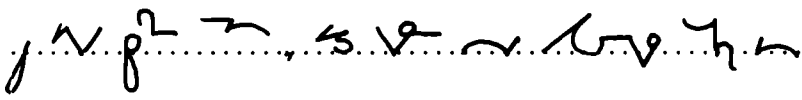
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

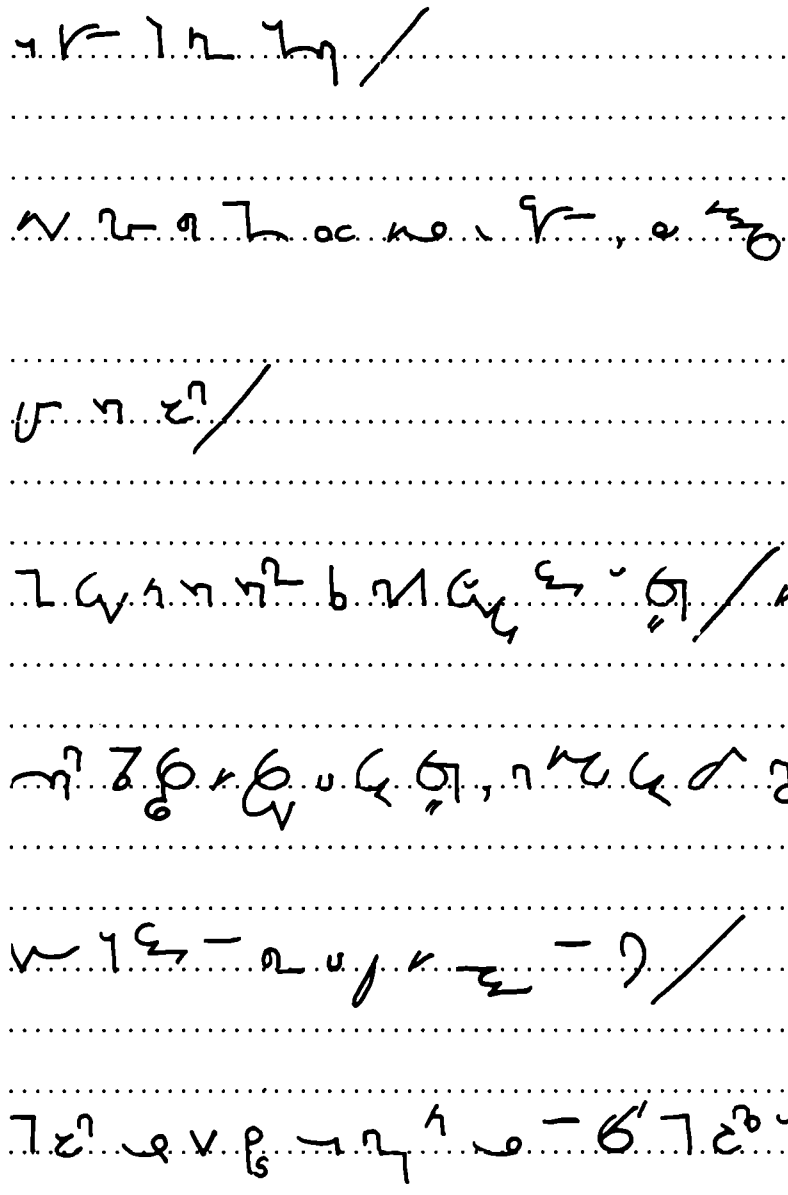
Unit 15
Word endings ***-SHUN, -SHN, -SHIP***

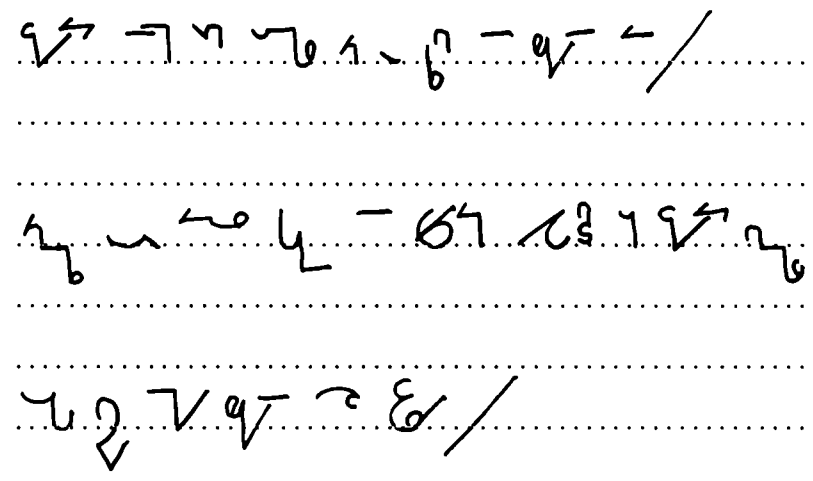
1 

2 

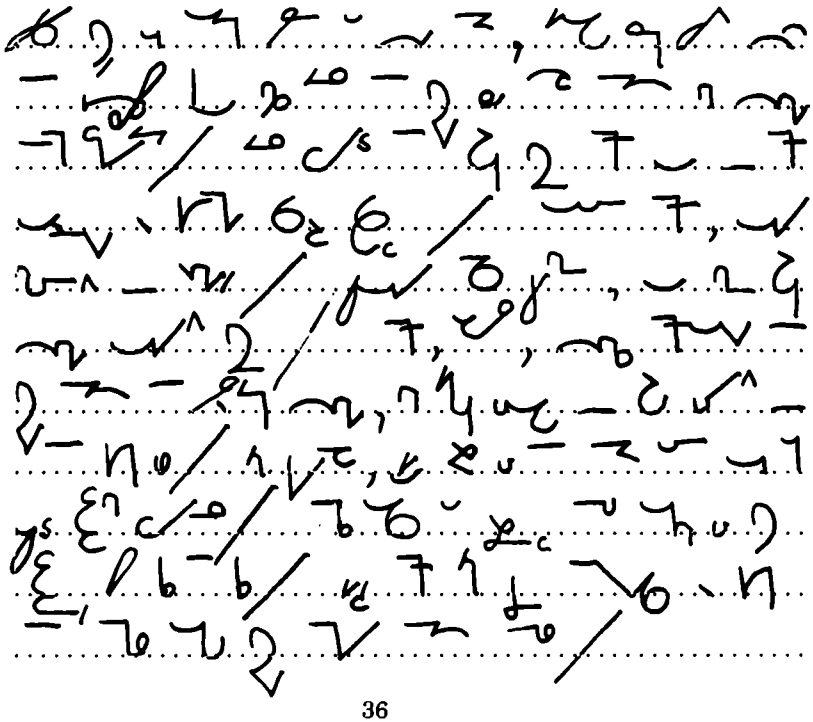
3 

4 





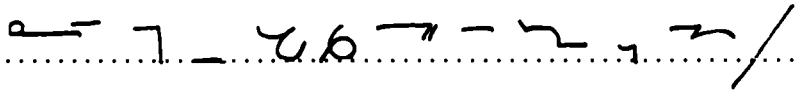
Reading practice

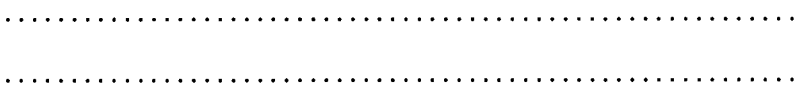


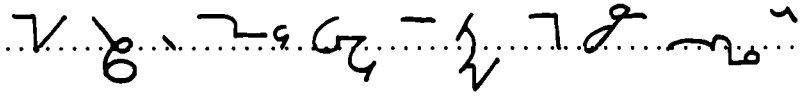
Unit 15 (continued)

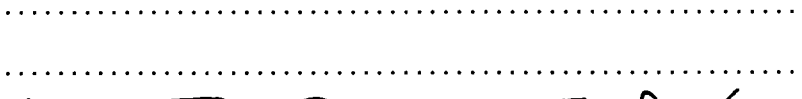
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

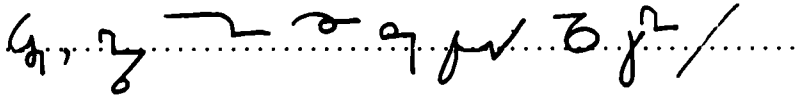
Unit 16
T and D blends

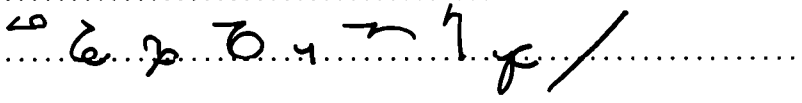
1 

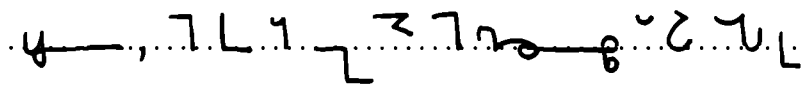


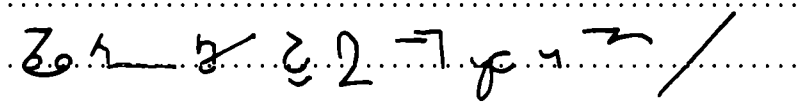
2 

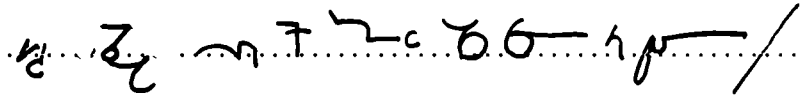


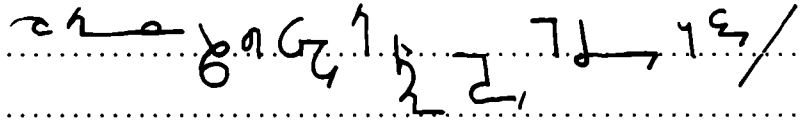


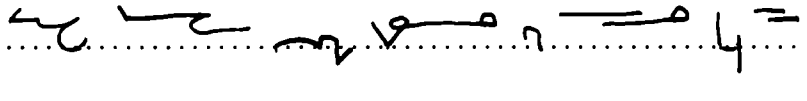
3 

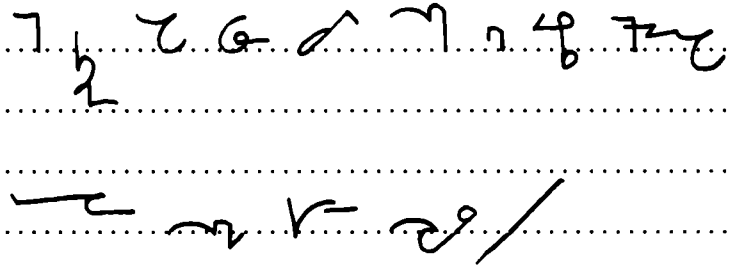
4 

5 

6 

7 

8 

9 

Fill the gaps 3

Each gap in the sentences below represents a special form which you should know. Work out the sense of the sentences and then fill in the appropriate Teeline outlines.

1 Take this parcel to the post ..... you ..... home.

2 Her explanation was a ..... one.

3 Give them this message ..... There must be no delay.

4 We must draw your..... to their reply.

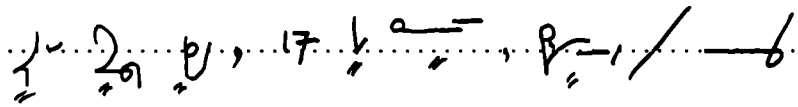
5 According to the company balance sheet, their ..... position is very shaky.

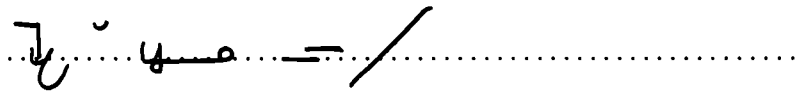
6 We saw them ..... and will be seeing them again today.

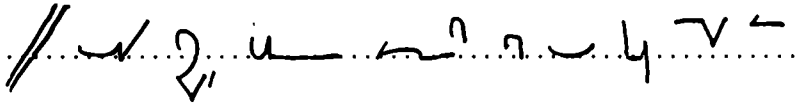
7 I spoke to him on the .....

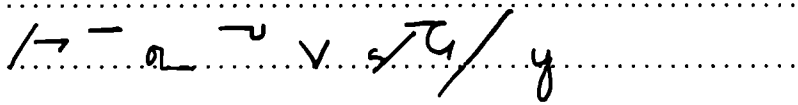
8 We have no ..... of going to the meeting.

Unit 17
Business groupings

1 



2 



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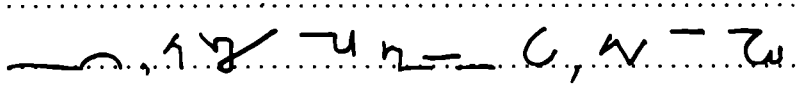
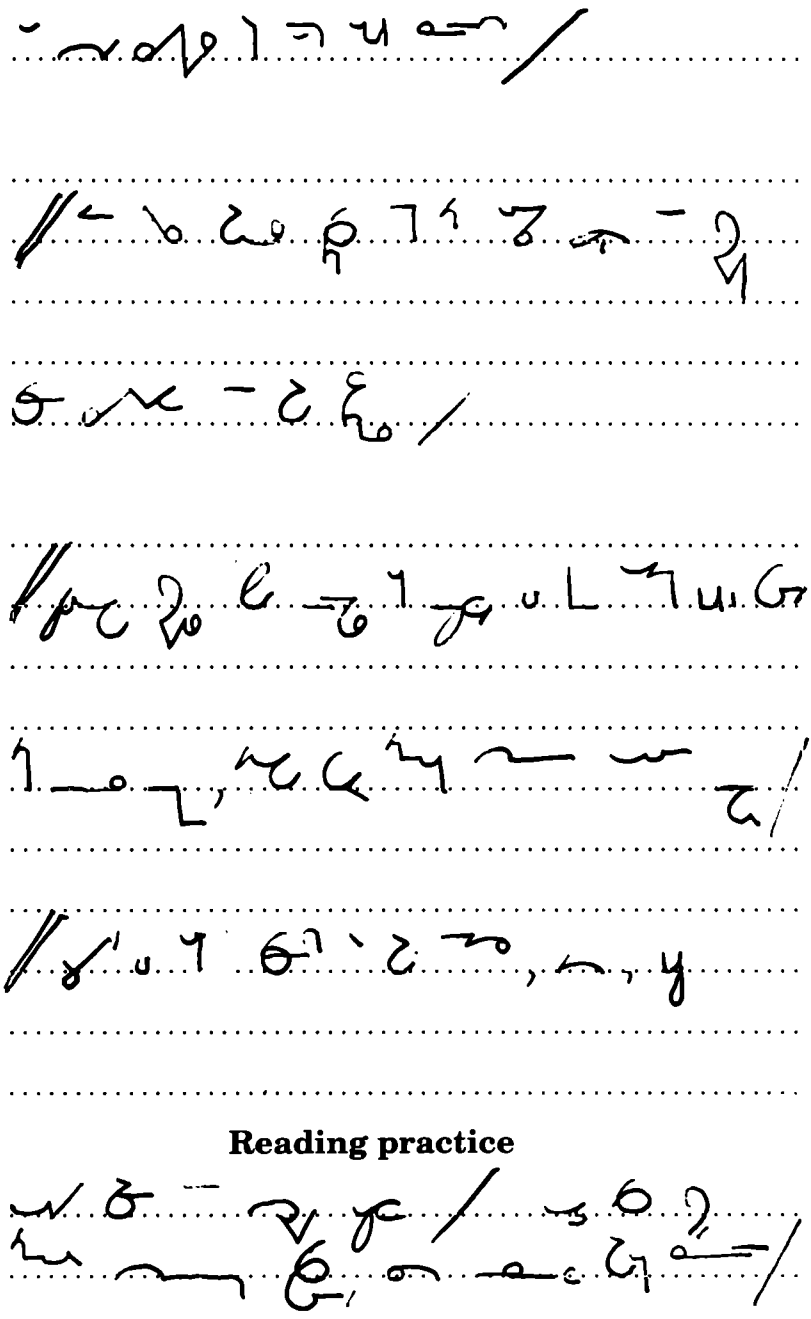
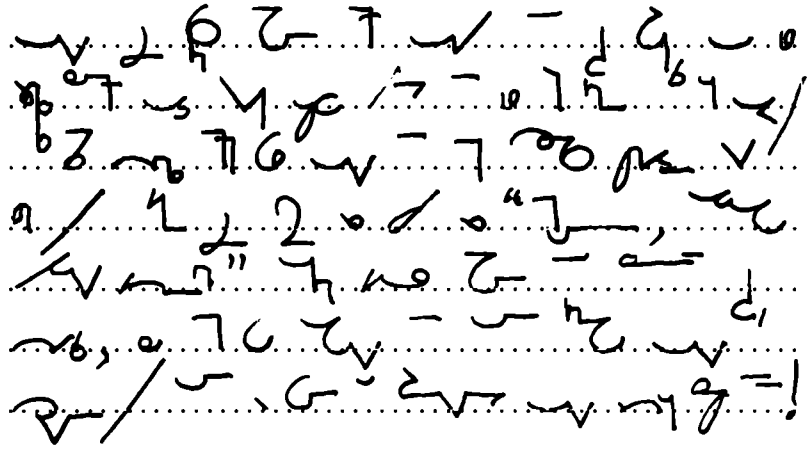


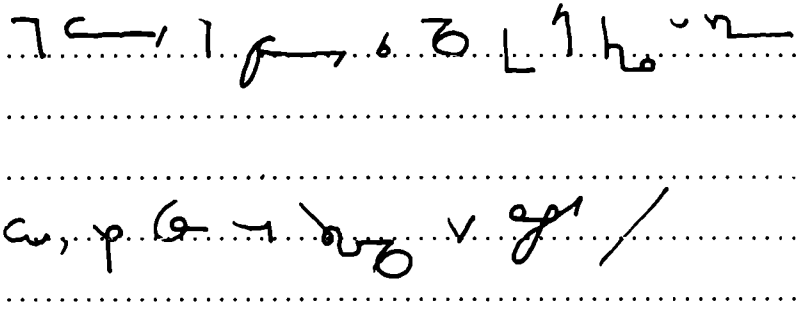


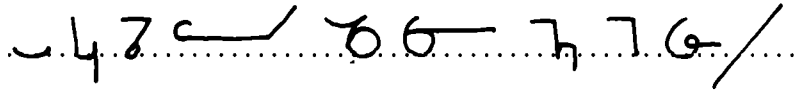
Reading practice

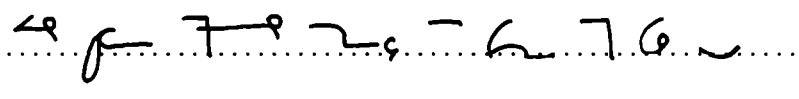


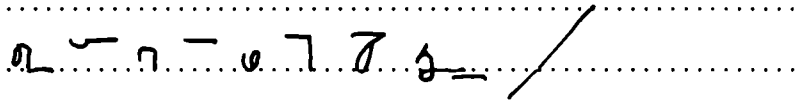
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

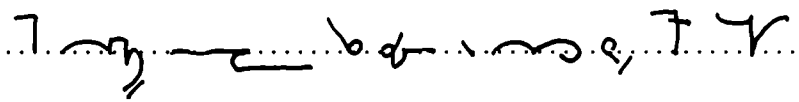
Unit 18
*Blends: **THR, CTR, RN; G** or **J** and **-NESS***

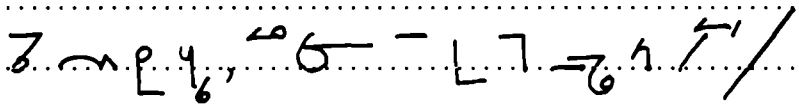
1 

2 

3 



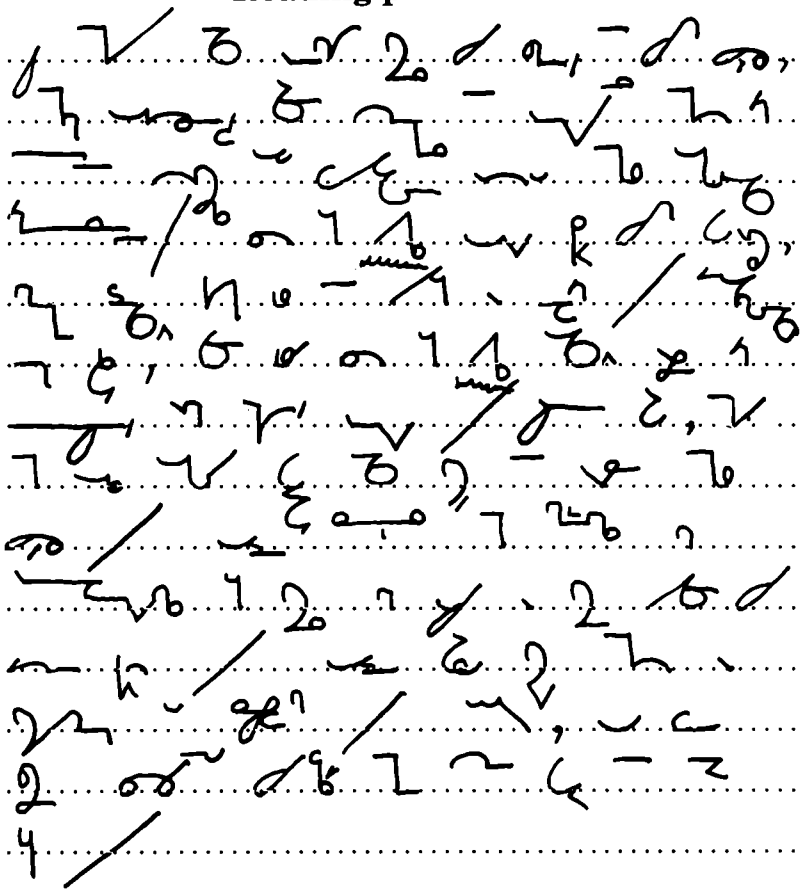
4 



Remember

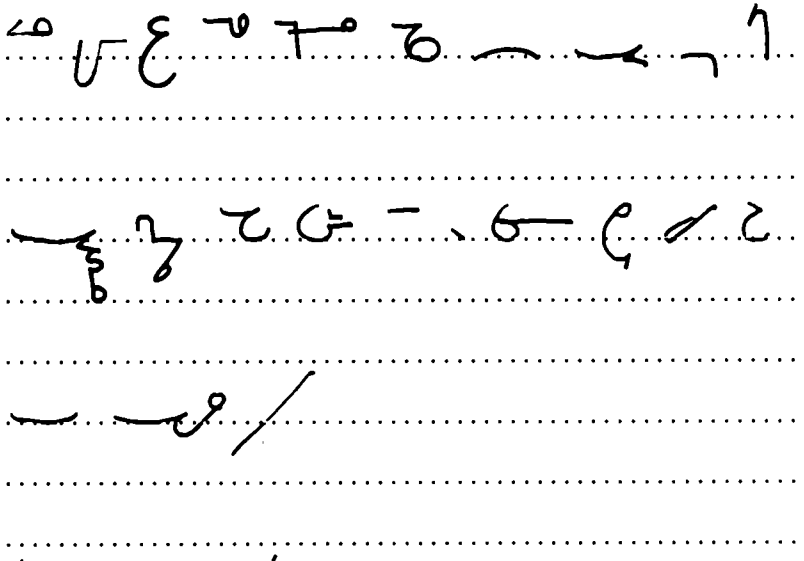
the **THR** blend can be used for 'there' in the middle or the end of groupings.

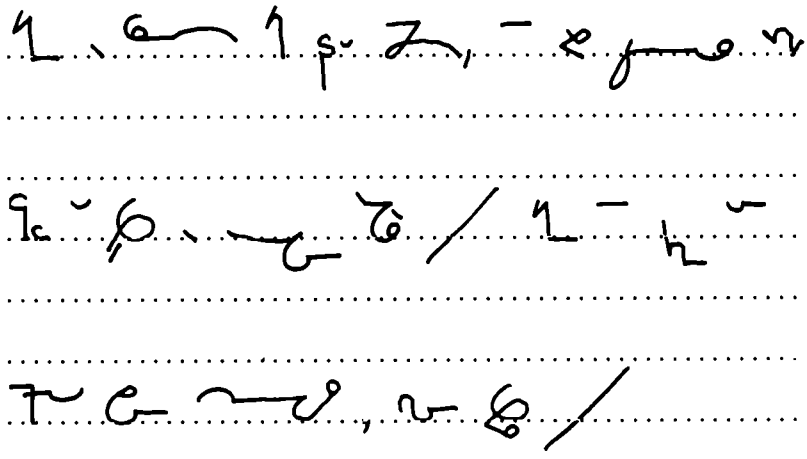
Reading practice



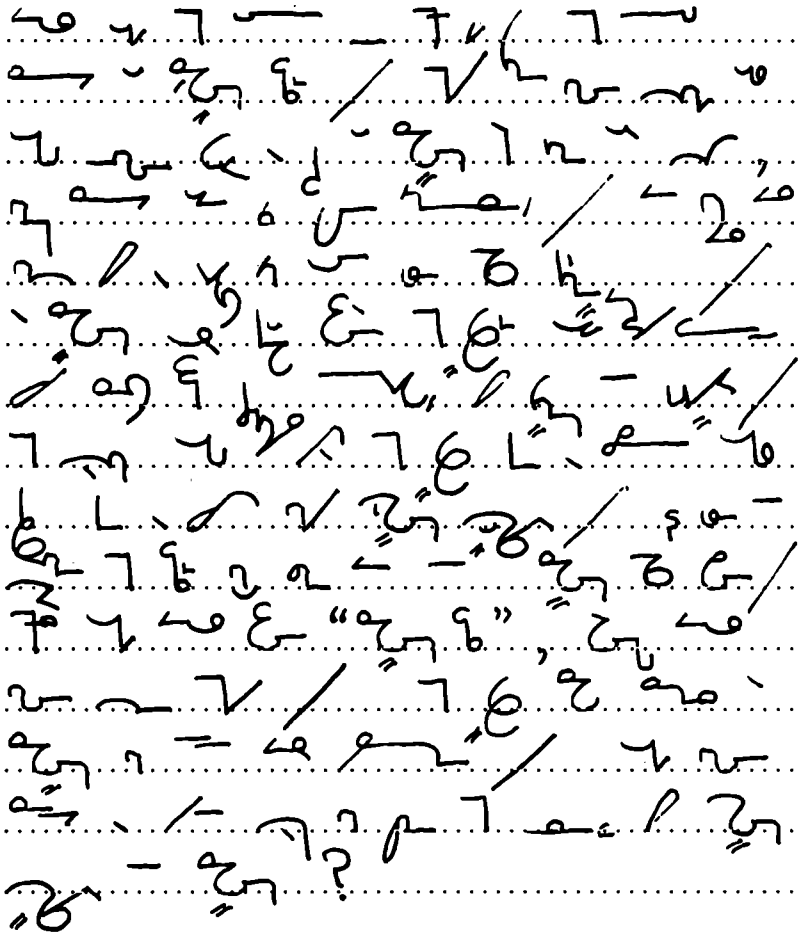
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

Unit 19
Blends: ***LR, MR, WR****; and* ***WK, WRK***

1 

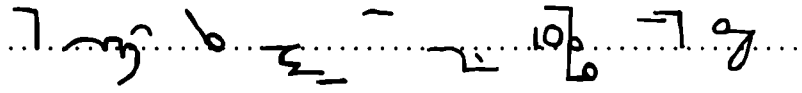
2 

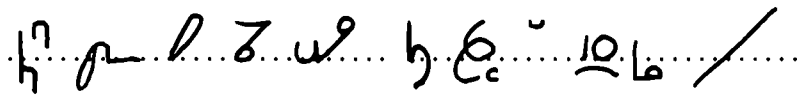
Reading practice

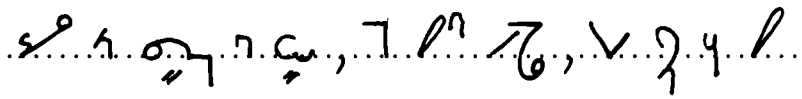


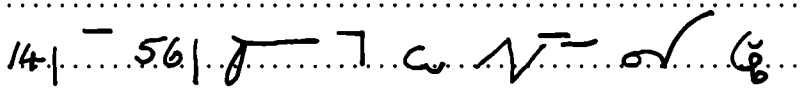
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

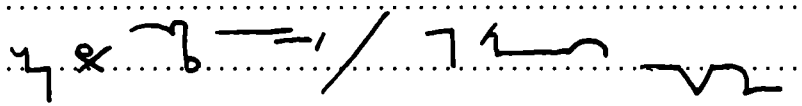
Unit 20
Numbers, currencies and colloquialisms

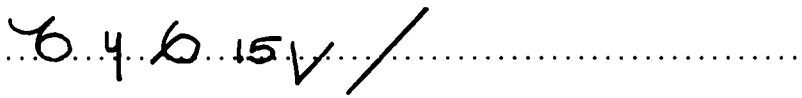
1 



2 







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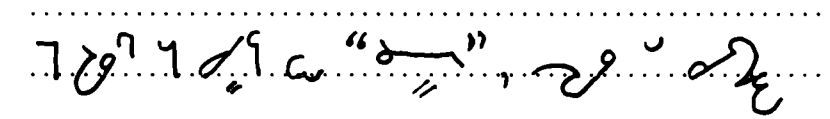
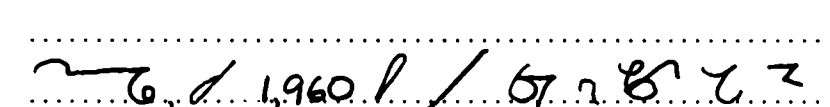
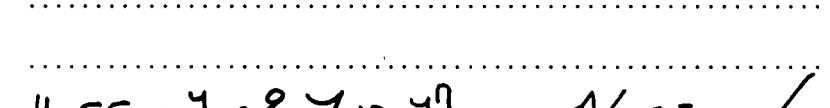
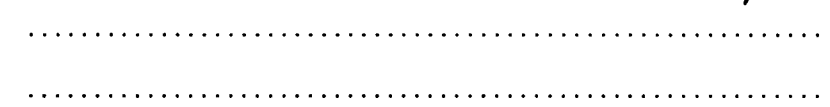
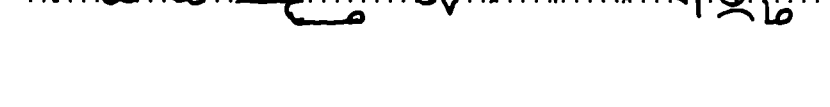
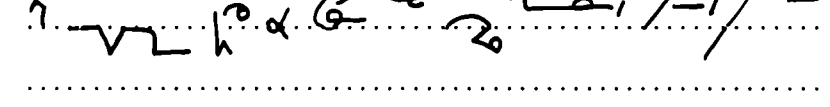


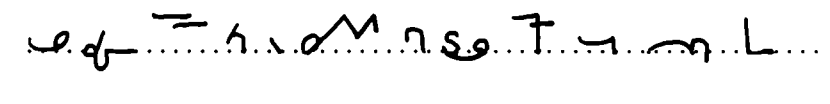


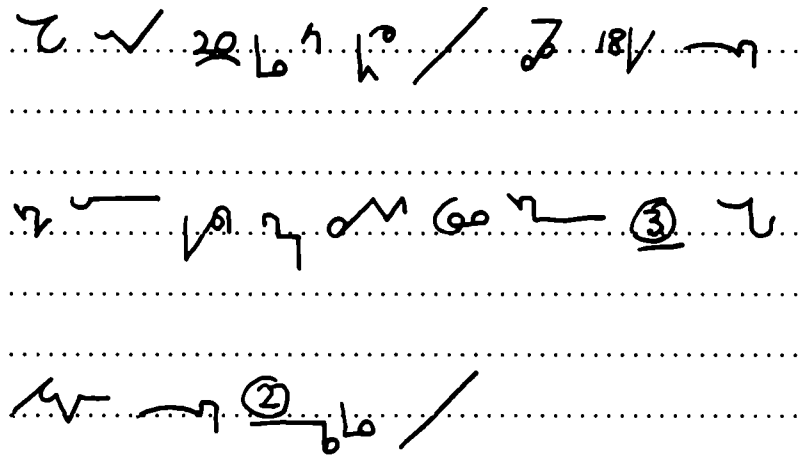




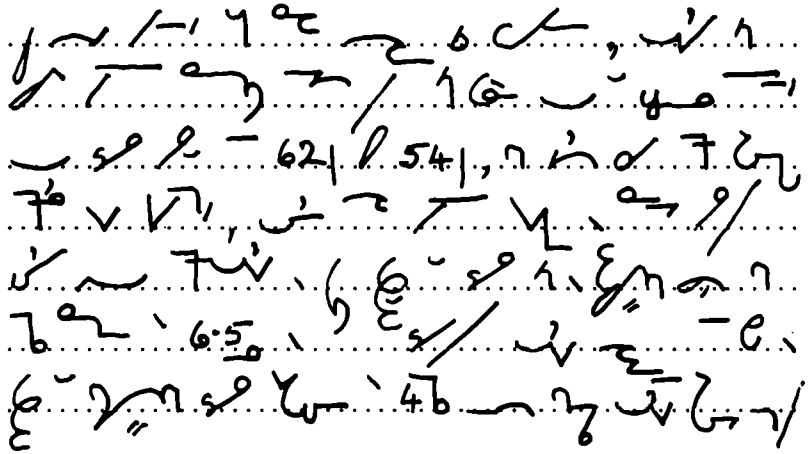
4 





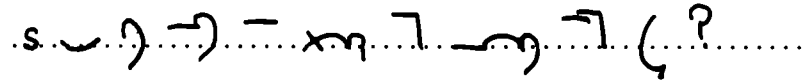


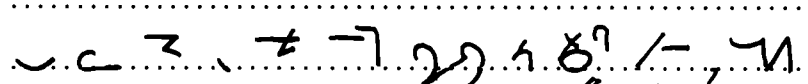
Reading practice

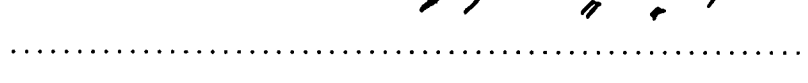


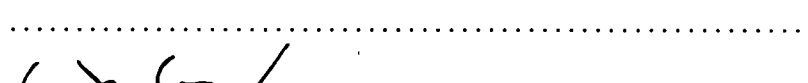
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

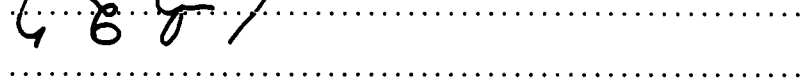
Unit 21
***X** blends*

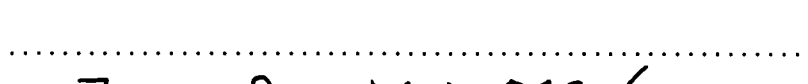
1 

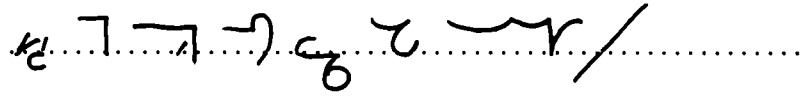
2 

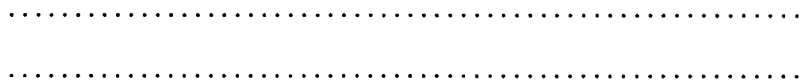


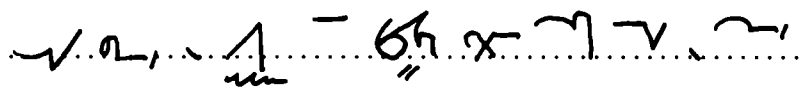


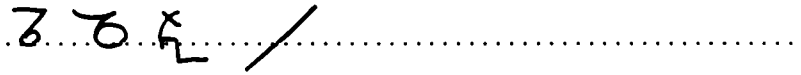
3 



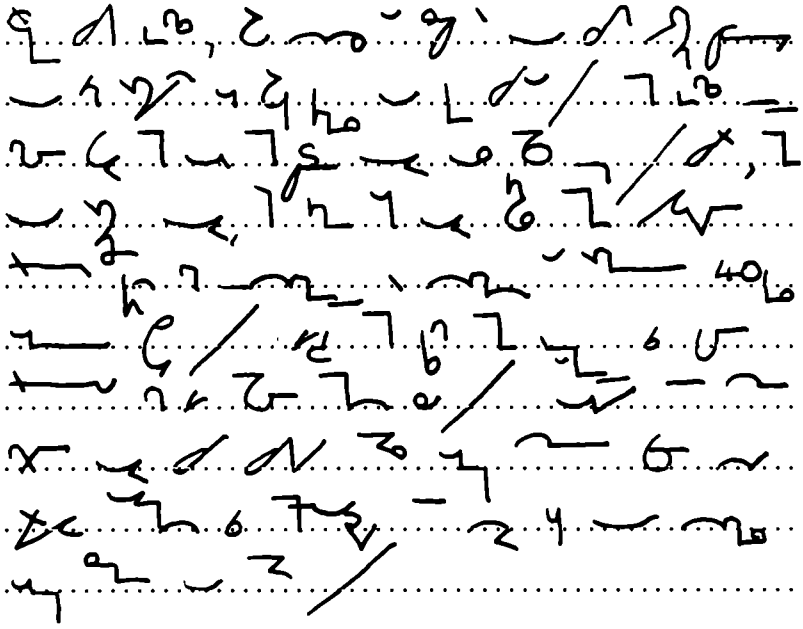
4 







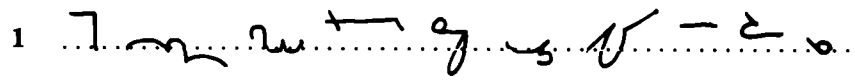
Reading practice

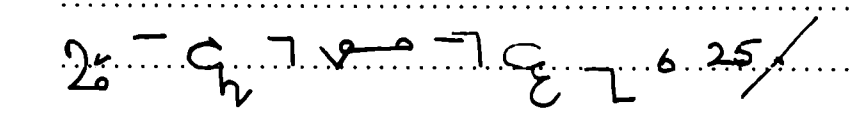


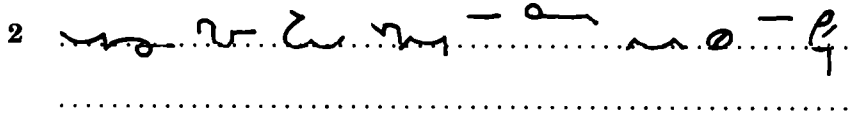
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

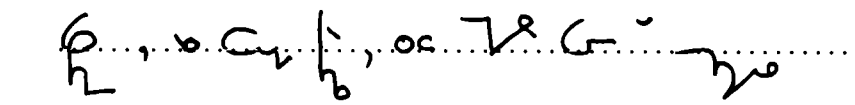
Remember
when a word begins with **EX**, there is no need to write the **E**.

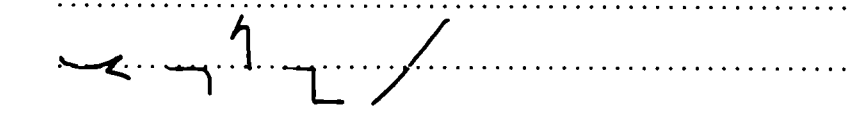
Unit 22
***CM** blends*

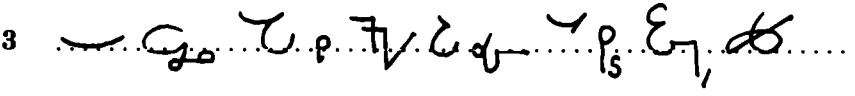
1 

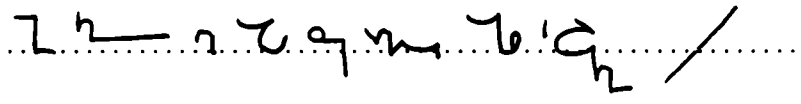


2 

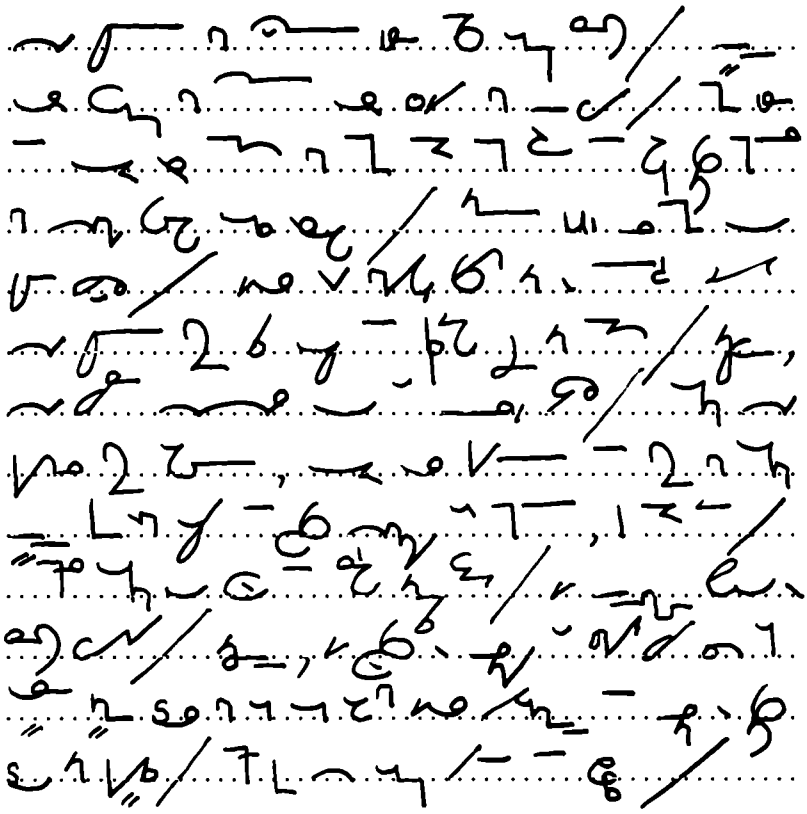




3 



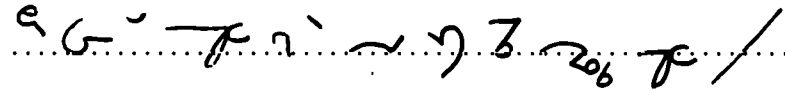
Reading practice

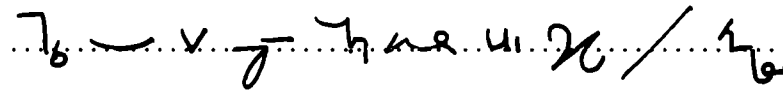


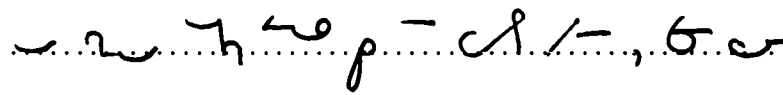
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

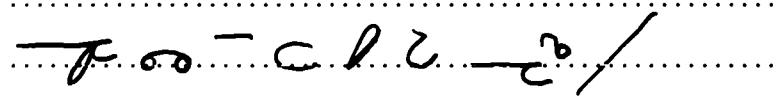
Unit 23
N** and **V** blends, **NW** and **WN**, words beginning **EV

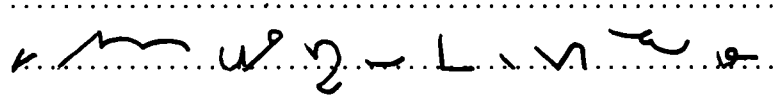
1

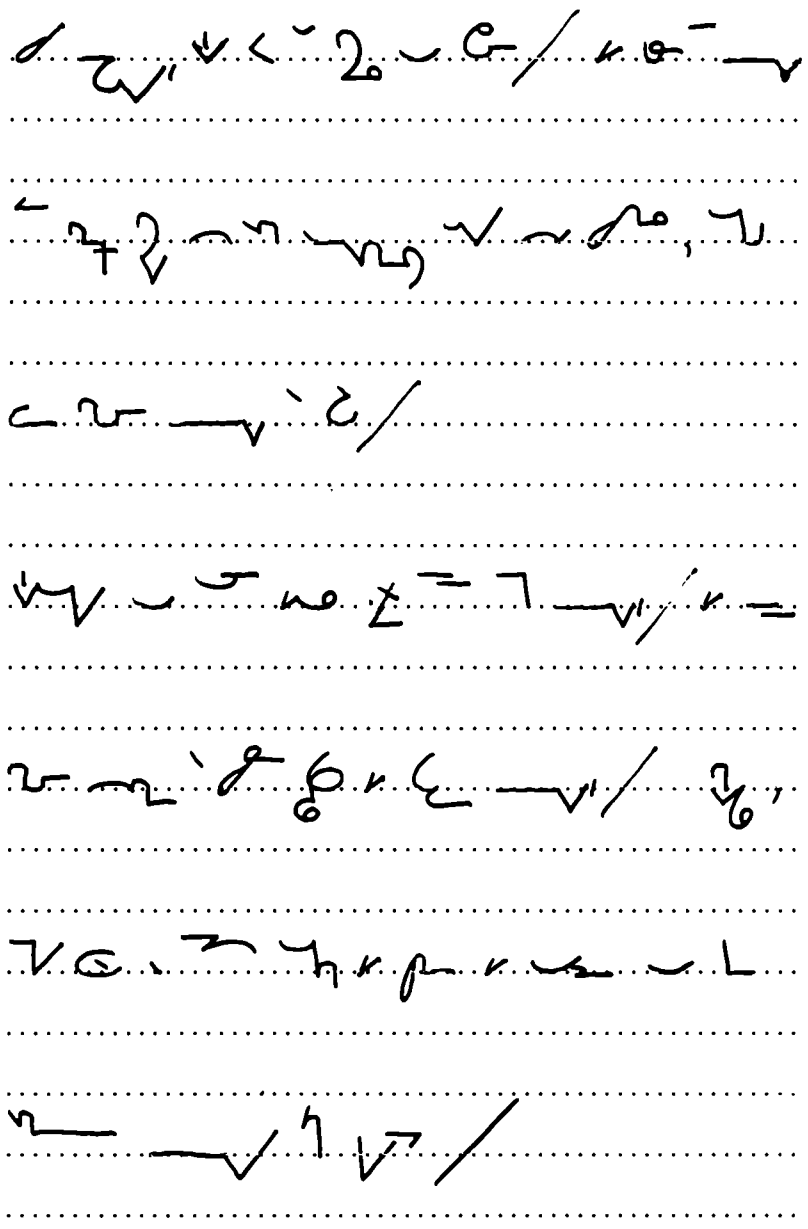


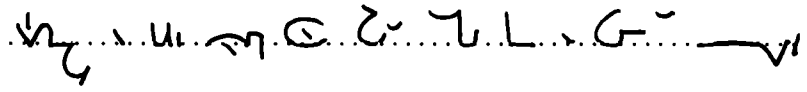
2 

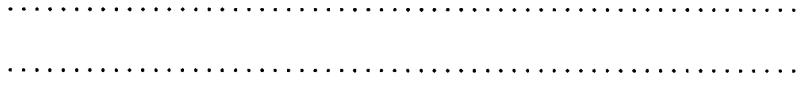


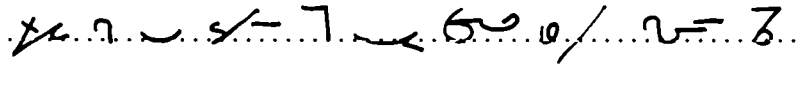


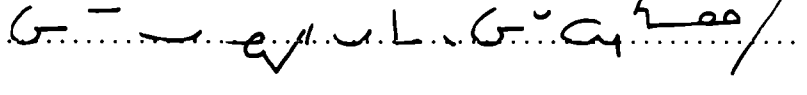
3 

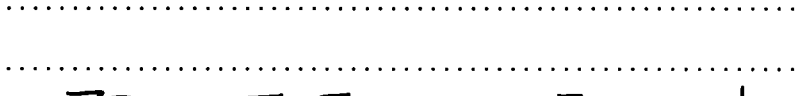


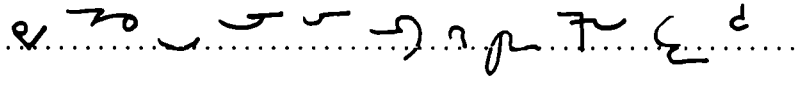
5 

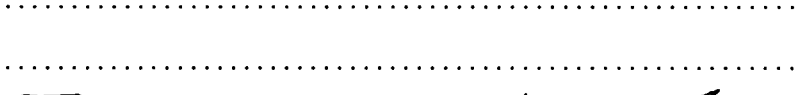


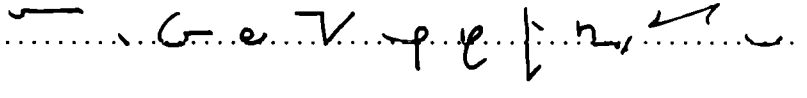


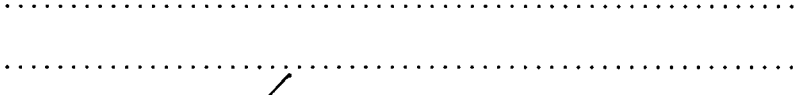
6 



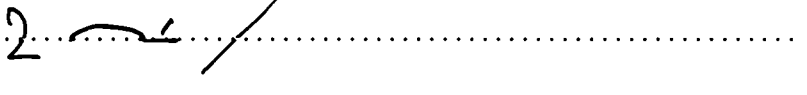


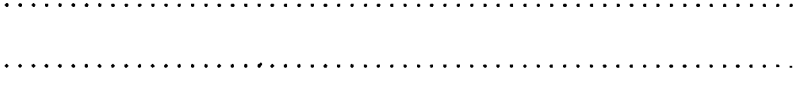


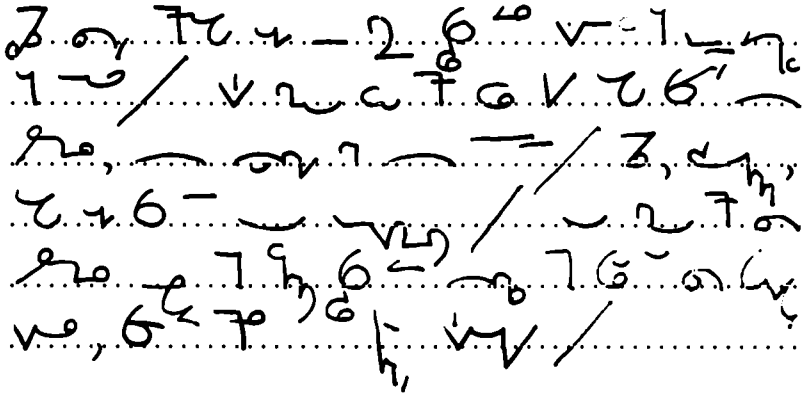




Reading practice

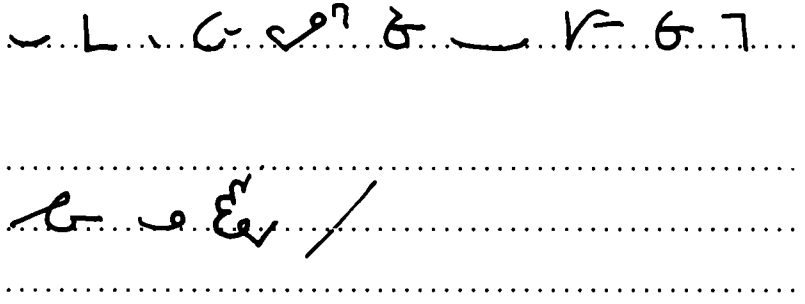


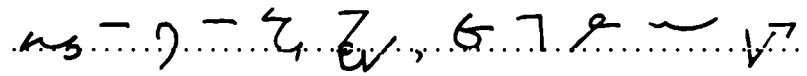


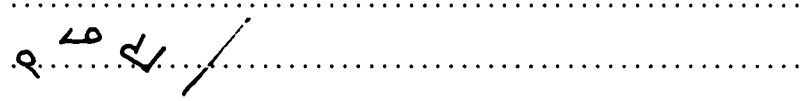


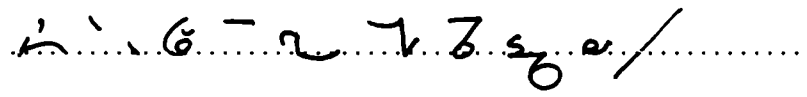
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

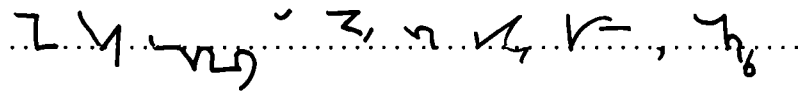
Unit 24
CN** blends, **INS

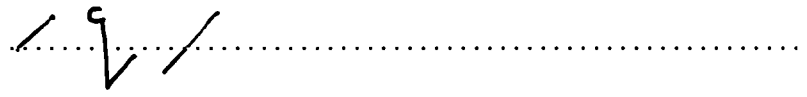
1 

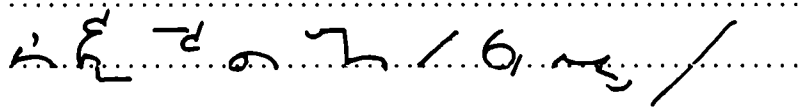
2 

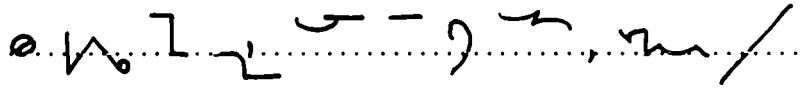


3 

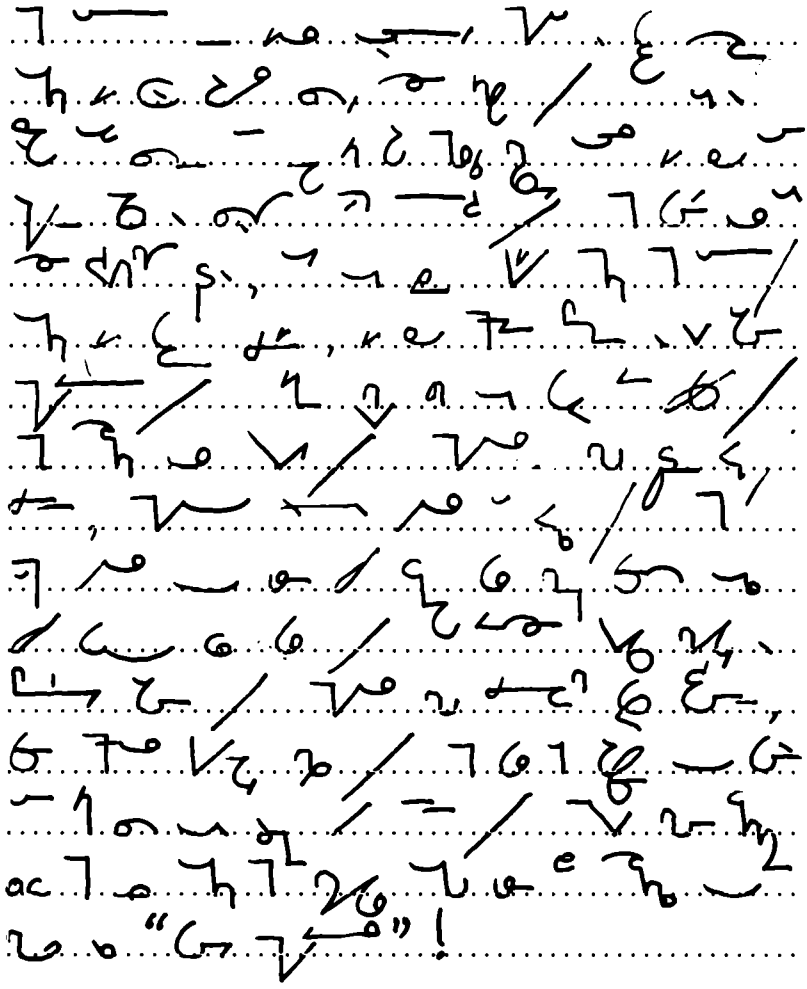
4 



5 

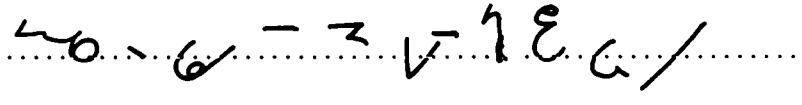
6 

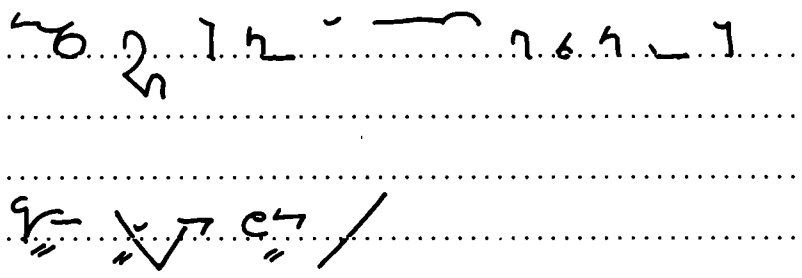
Reading practice

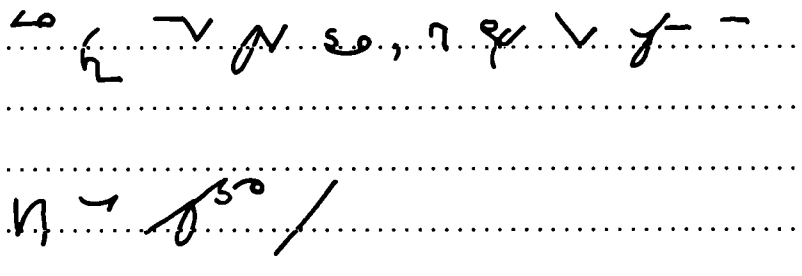


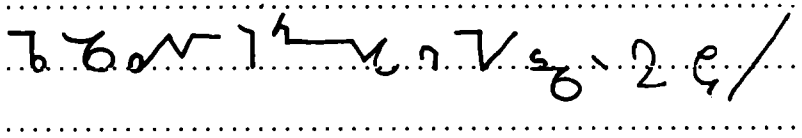
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

Unit 25
***P** blends*

1 

2 

3 

4 

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Reading practice

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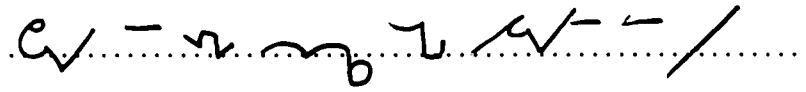
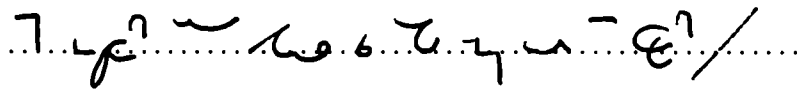


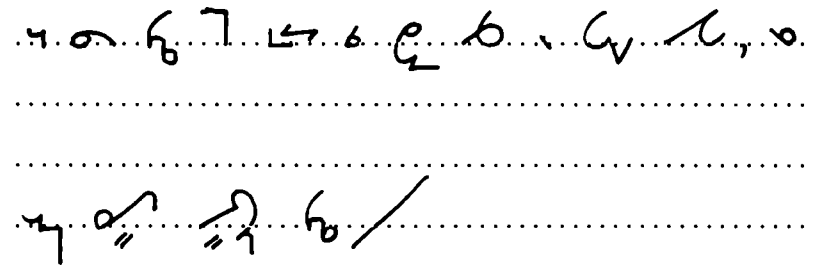
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

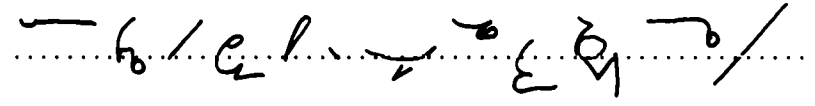
Unit 26
*Word beginnings - **UNDER** and **ELECTRO***

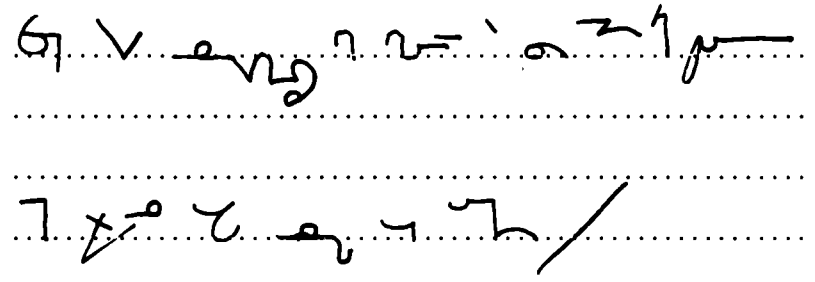
1 

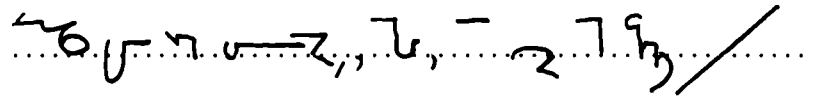
2

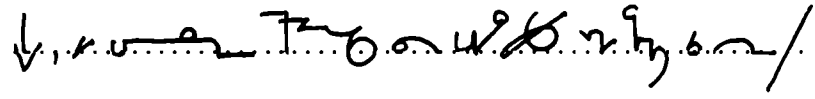
Remember
when a vowel comes between **P** and **L**, write both strokes.

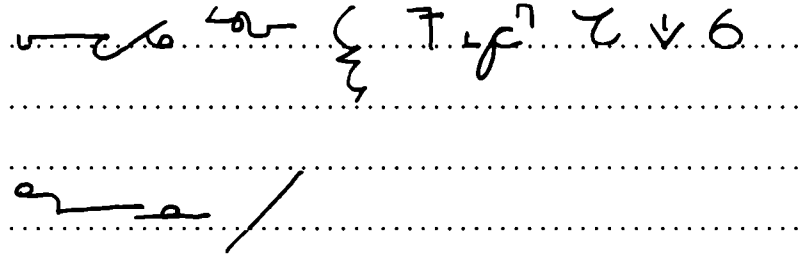
3 

4 

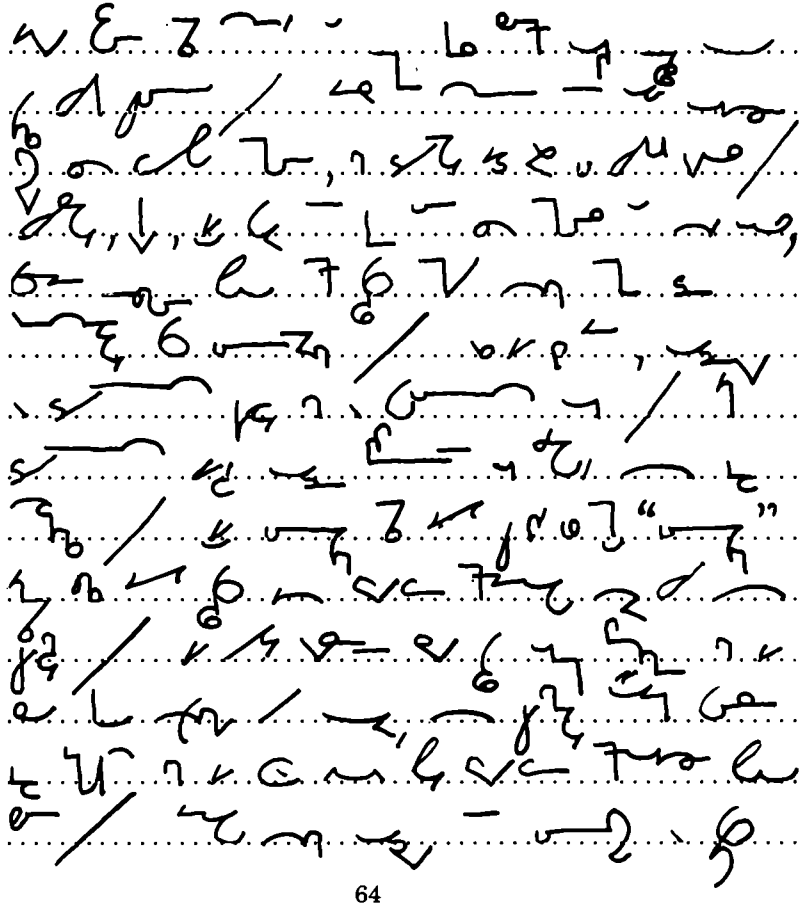
5 

6 

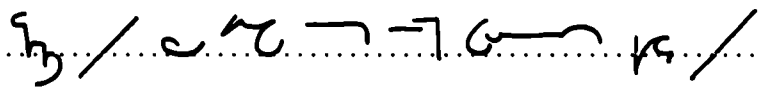
7 

8 

Reading practice

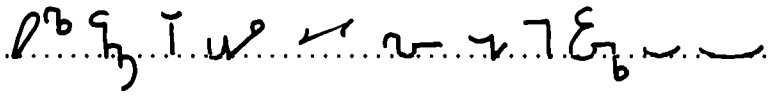


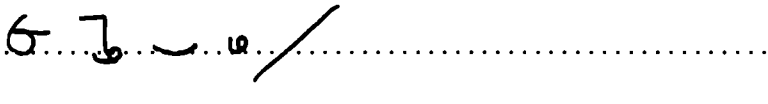
Unit 26 (continued)

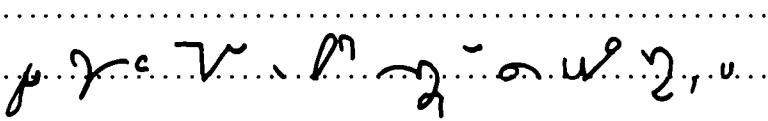


	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

Unit 27
*Word beginnings - **TRANS** and **OVER***

1 





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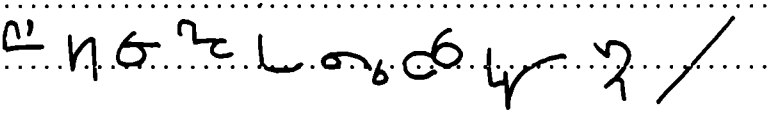
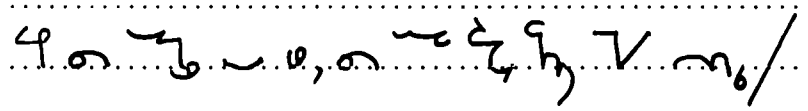
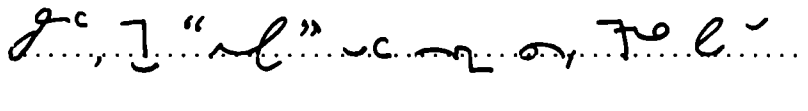
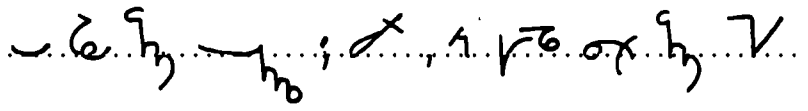
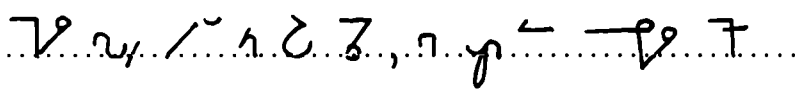


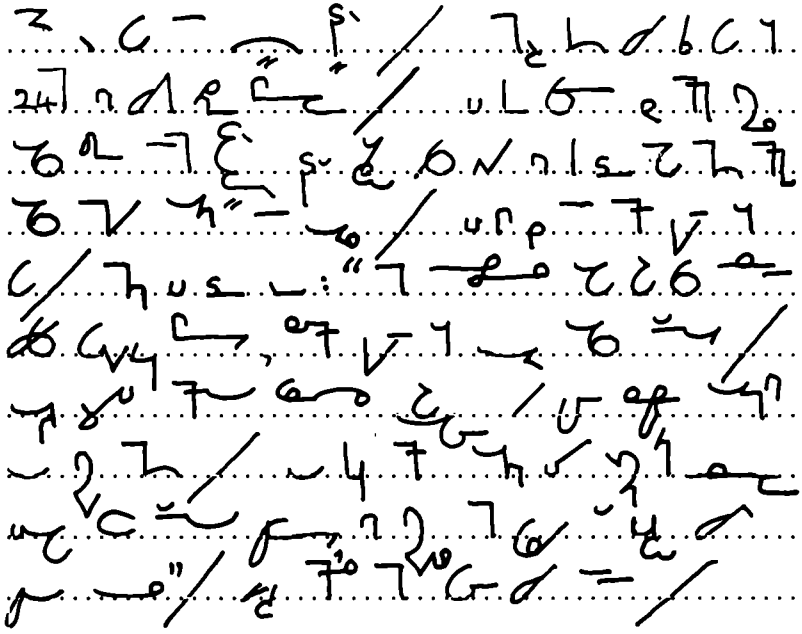
3 

4 

5 

6 

Reading practice



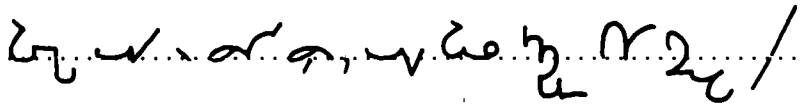
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

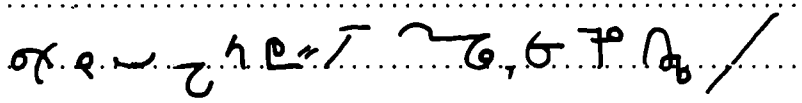
Remember

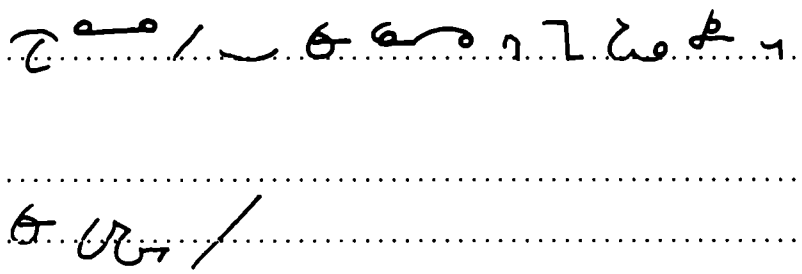
all your word beginnings are great time-savers when writing at speed, so learn them thoroughly.

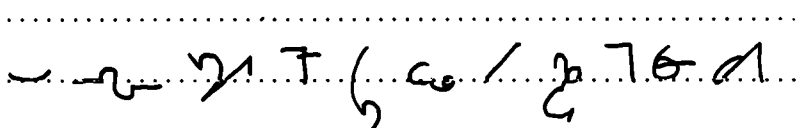
Unit 28
*Word beginnings - **MULTI, NATION/NON, SEMI, SUPER***

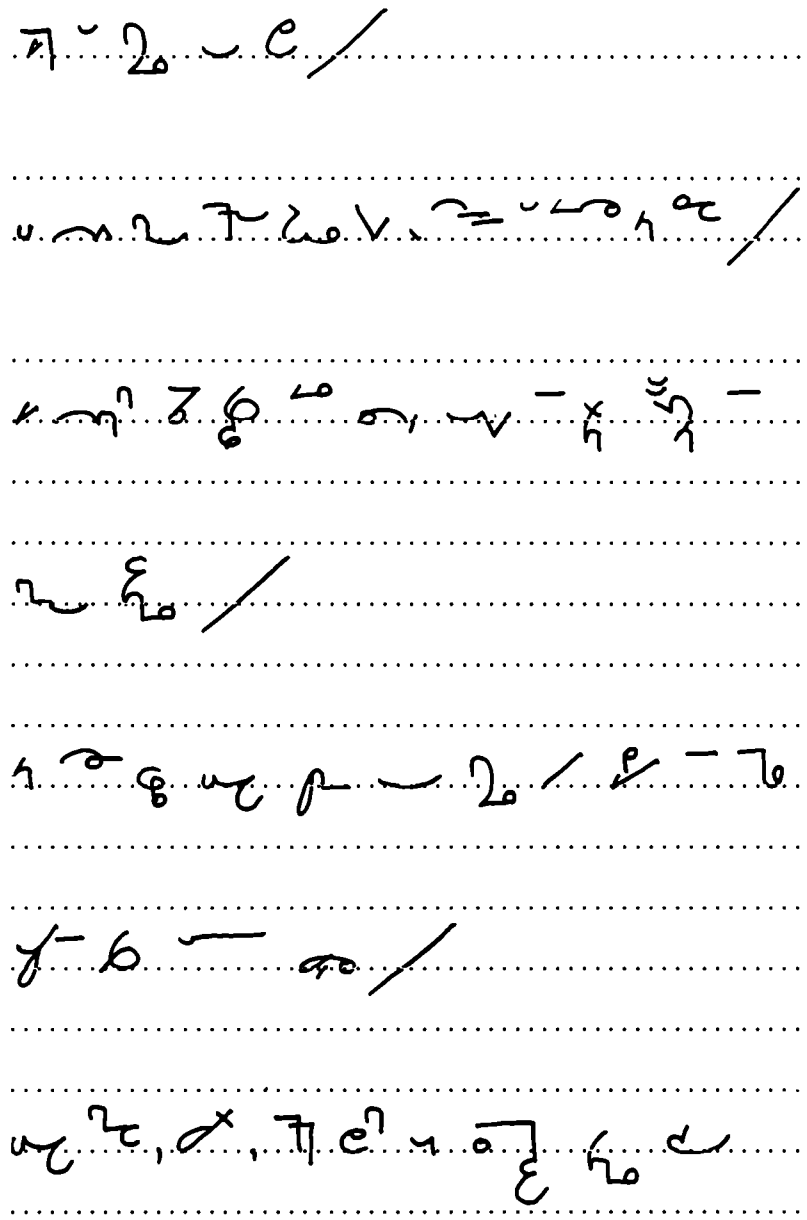
1

2 

3 

4 

5 



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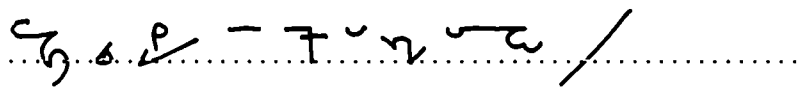
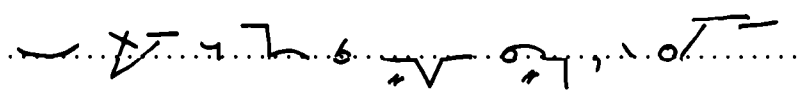
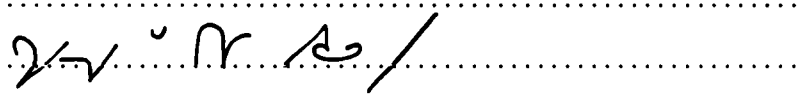
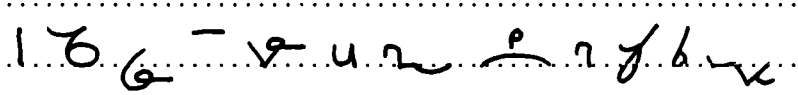
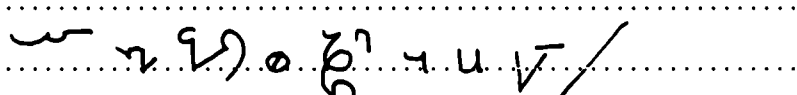
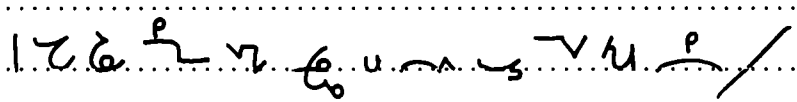


10 

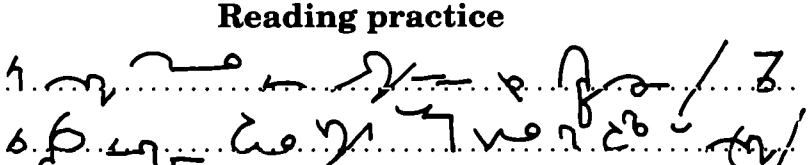


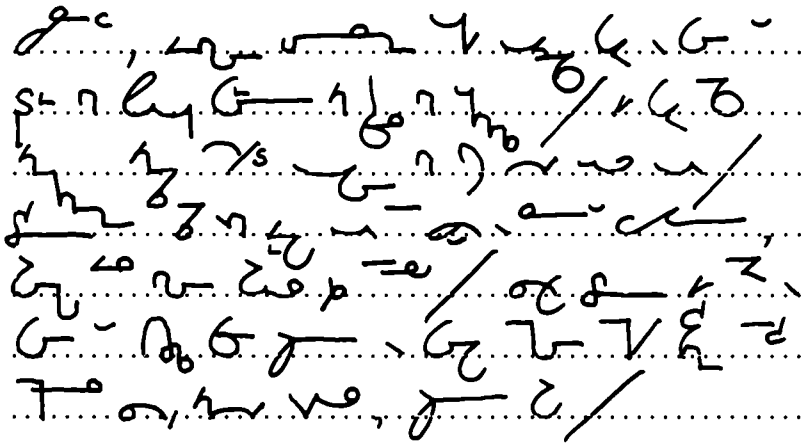
11 



12 

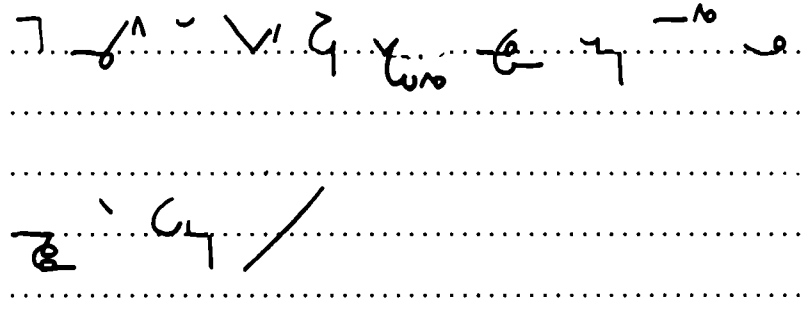
Reading practice

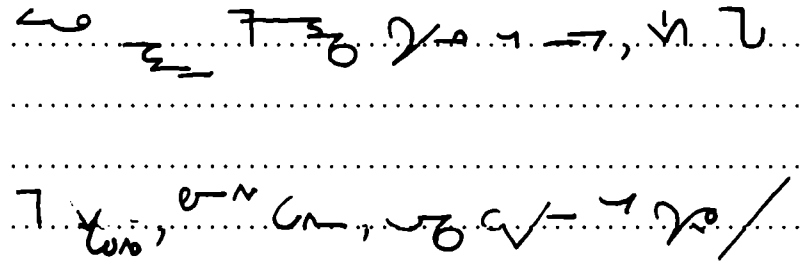


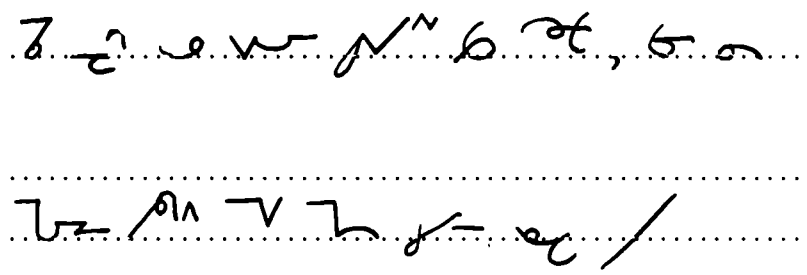


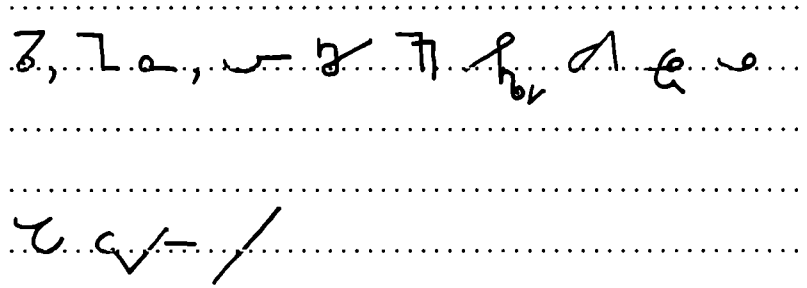
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

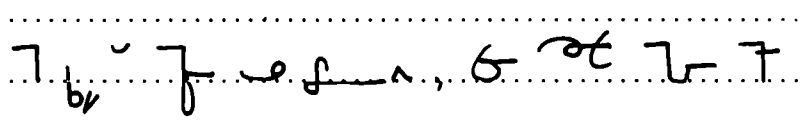
Unit 29
Full vowels as word endings

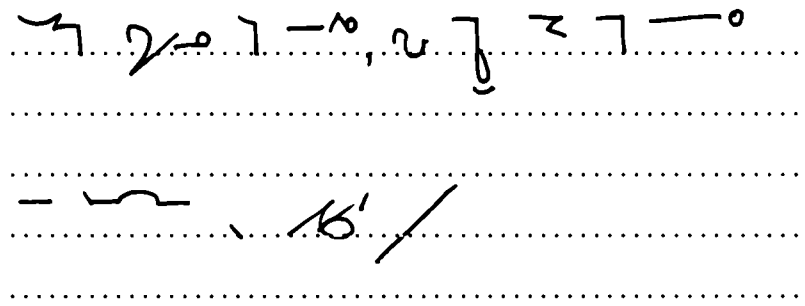
1 

2 

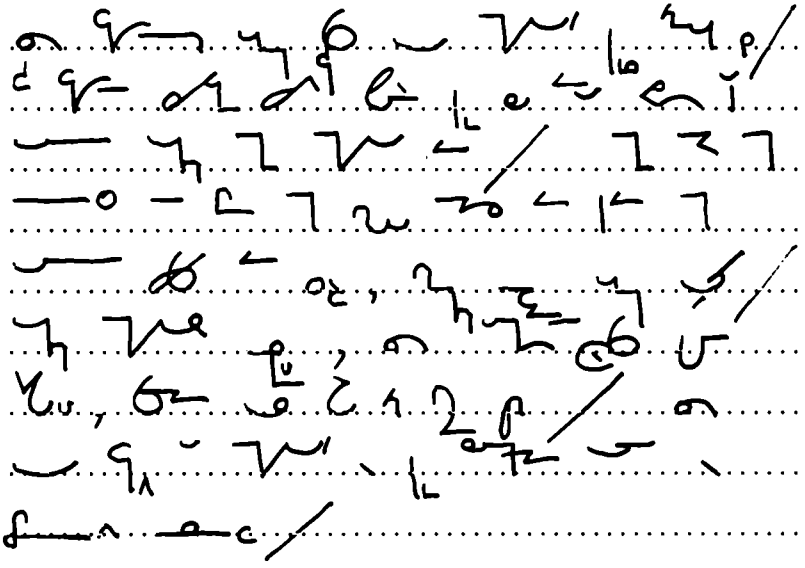
3 

4 

5 



Reading practice



	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

Unit 30
*The R principle - **BR, CR, GR, PR***

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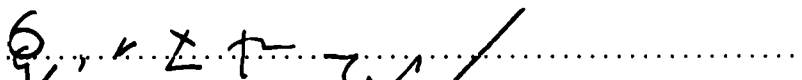

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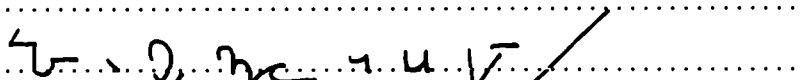
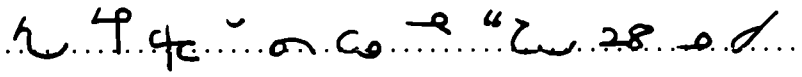
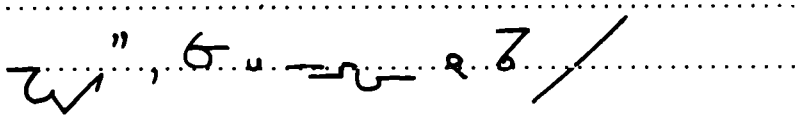
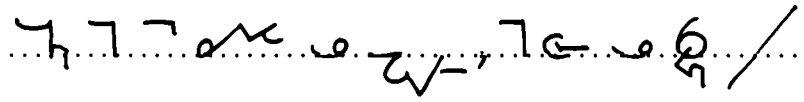
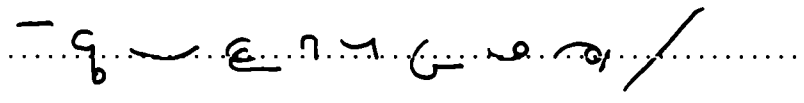
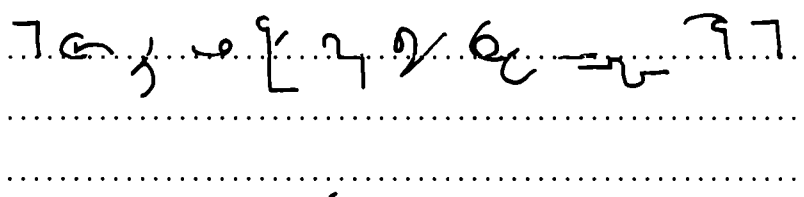


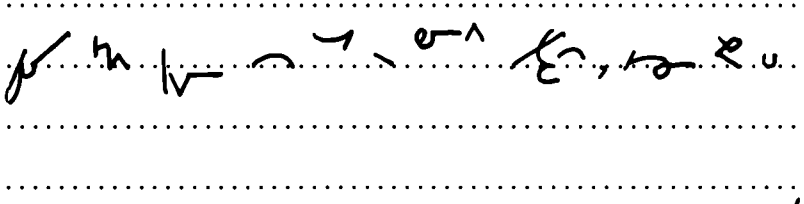
3 

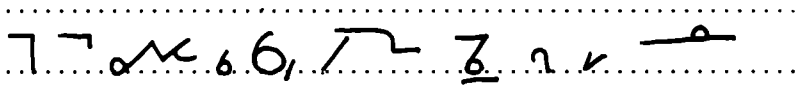


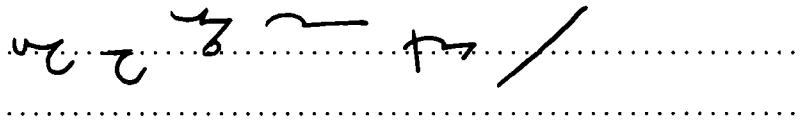
4 

5 

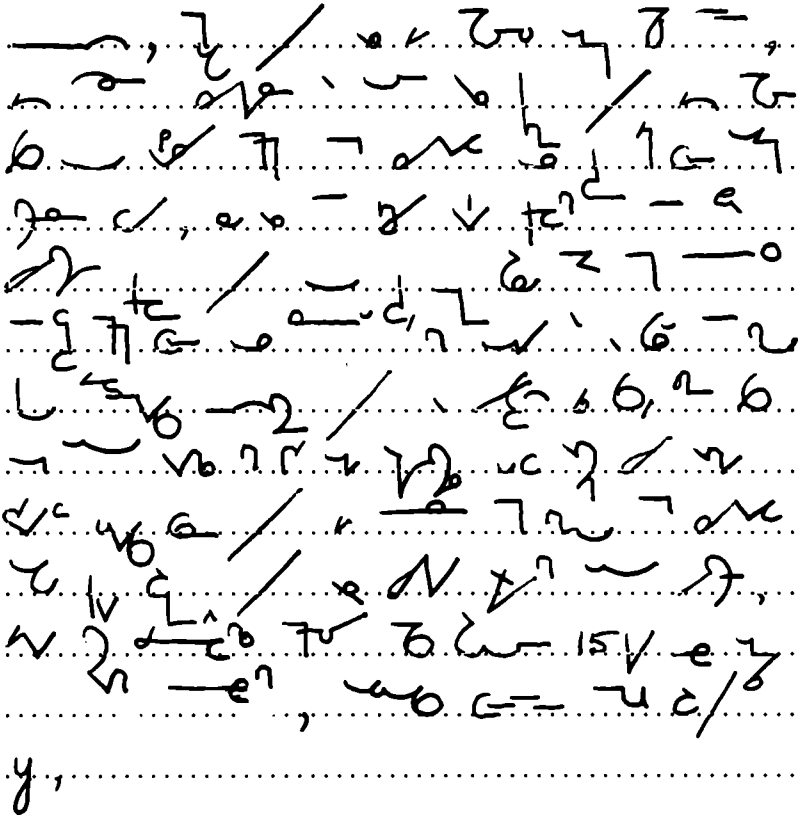
6 

7 

8 

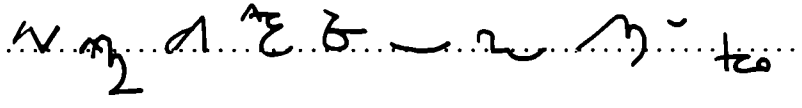


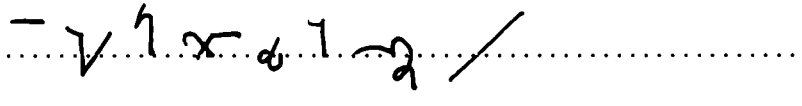
Reading practice

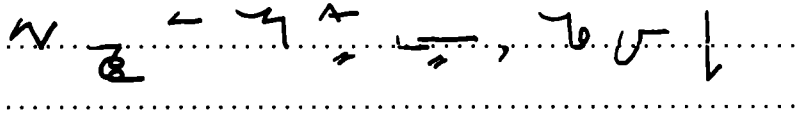


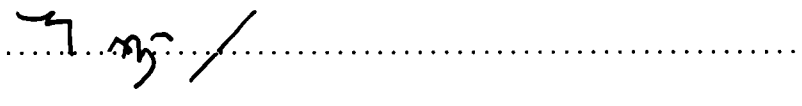
	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

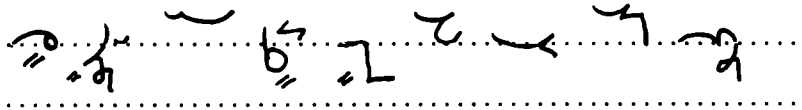
Unit 31
*The R principle - **AR, DR, UR***

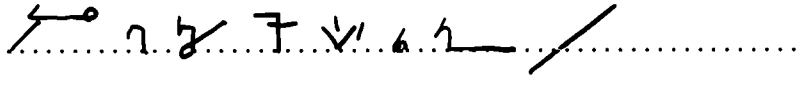
1 



2 



3 



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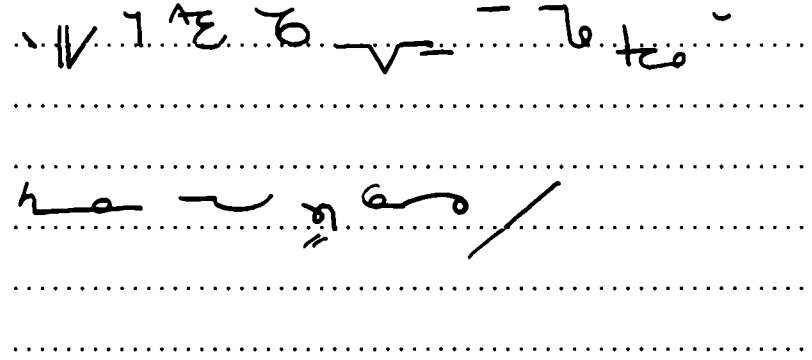
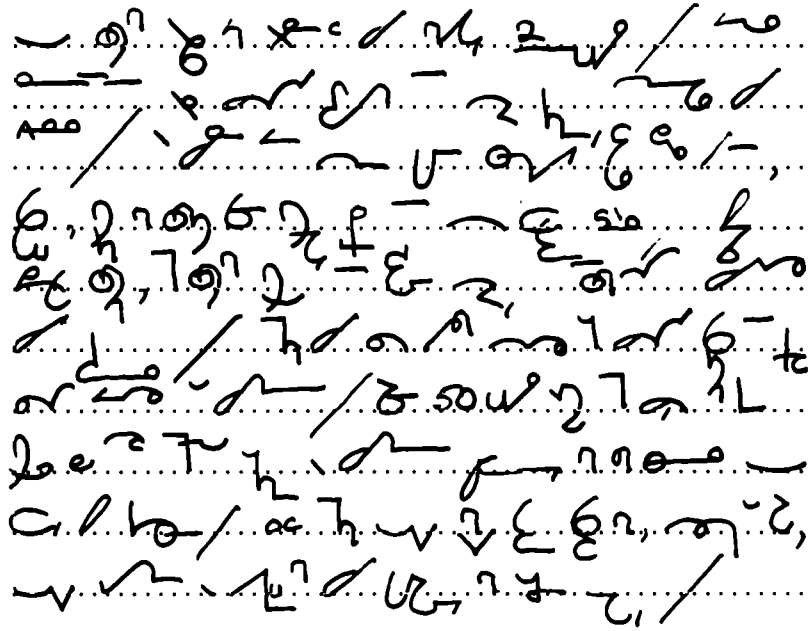
8 

Reading practice



	First reading		Second reading	
1st attempt	mins	secs	mins	secs
2nd attempt	mins	secs	mins	secs
3rd attempt	mins	secs	mins	secs

Key

Unit 1

1 We are to do a page a day. (8)
2 Are you able to go? (5)
3 I saw an accident. (4)
4 We had a letter from her. (6)
5 It was a very kind letter. (6)
6 I am able to do a page a day. (9)

Unit 2

1 Tell her to type a letter to him. (8)
2 Your staff do a job very well. (7)
3 We are to do a page. (6)
4 Give me a letter to take to him. (8)
5 It is a big account. You will do it well. (10)
6 I hear you are to be company manager. (8)
7 It is 12 o'clock - time to go home. (8)
8 He bought a book from her. (6)
9 I had an opportunity to go and see him. (9)
10 To get to a car park, go south from here. (10)

Unit 3

1 I am manager of the shop. (6)
2 We sell electrical goods. (4)
3 There are some good bargains. (5)
4 We get a lot of purchasers. (6)
5 Today we sold a lot of goods. (7)
6 As I am manager, I answer a lot of questions. (10)
7 You will do well to make your purchase here. (9)
8 When do you open your shop today? (7)
9 We shall open at nine o'clock. (6)

Unit 4

1 Go to the office and ask to see the manager. (10)
2 Tell him the purpose of your visit. (7)
3 Tell him why you wish to take the job. (9)
4 Make sure you are able to answer his questions. (9)
5 Let him see you like the business. (7)
6 Perhaps he will give you a test. (7)
7 If you are a typist, he will time your speed. (10)
8 He will also see if you type well. (8)
9 You must be as good as the rest of the staff. (11)
10 If you pass his test, you will get the job. (10)
11 I am a typist. (4)
12 It is a good job and I like the typists. (10)
13 There is a lot to do in the office. (9)

Reading practice

My job is in the office of a chain of / shops. We sell all kinds of goods and in the / office we keep a check of all the goods in / the shops. There are a lot of letters to type. / (40)

Unit 5

1 I shall be at the office today. (7)
2 I have to see the manager. (6)
3 Will you type the letter? (5)
4 You should be able to do it in time. (9)
5 I shall be here until you have finished it. (9)
6 Then I will check it. (5)
7 I have to show who has paid and who has not. (11)
8 The manager needs to be told. (6)

Reading practice

As soon as I am able, I shall make a / list of all the items that are not in stock. / We need to have checks so that we are able / to keep the goods to hand at all times. (**39**)

Unit 6

1 I would like to see your list of goods inward that we have had this month. (**16**)
2 There was a lot of enthusiasm when we took the stage. (**11**)
3 I am able to do the crossword. (**7**)
4 I have had a word with him at the shop. (**10**)
5 He was backward at school. (**5**)
6 Today he is very clever and has been rewarded by the company. (**12**)
7 Would you take the parcel to the post when you go home? (**12**)
8 Why do you believe the manager will take that view? (**10**)
9 We like the changes to be made at Oakwood Park. (**10**)

Reading practice

The men are to put a path across the park. / Tell them that the path would be best if laid / from the main gate to the pond. This will take / it across the meadow and will give an opportunity to / see the main gates of the park. Are you of / the same opinion? (**53**)

Unit 7

1 I will ask Tom to go with me. (**8**)
2 I asked Tom to go with us but he said 'No'. (**11**)
3 She bought some cloth at the shop. (**7**)
4 Settle the bill today and get a rebate. (**8**)
5 The bill has been paid. (**5**)
6 We should have been told about it that day. (**9**)
7 We need an immediate answer to this letter. (**8**)
8 Leave the office closed when you go out. (**8**) .
9 You have not dated this letter. (**6**)
10 The attached letter has been received from your head office. (**10**)
11 What is it all about? (**5**)
12 Send this answer to the letter. (**6**)
13 The girl was robbed as she took a walk in the park. (**12**)
14 We will go with you to the ship. (**8**)

Reading practice

We have your letter of today's date. In answer to / your request, we have to state that the olive cloth / is out of stock, but you might like to see / some of the same cloth in black. We will send / you a piece and if you wish to purchase it / we will charge to your account. If you do not / like the cloth, then send it back. (**67**)

Fill the gaps 1

1 at; o'clock
2 question; you
3 have; the
4 accident

Unit 8

1 I shall ask Ray to stay a week with us. (**10**)
2 He had to delay his stay. (**6**)
3 I must say he looks very well. (**7**)
4 The high office block is the tallest in the city. (**10**)
5 I shall have a job in the main office of the electricity company. (**13**)
6 It will take all day to type the letters. (**9**)
7 I shall go to the manager and ask him to dictate the letter immediately. (**14**)
8 The boy and girl are delighted with the toys. (**9**)
9 I would like to see the manager about the job. (**10**)
10 Attach the details to the letter as requested and send the top copy to the manager. (**16**)
11 It will be necessary to change the system and keep a close check of all letters received from them. (**19**)

Reading practice

We have received your letter of today's date, sent by / hand. We are happy to have your answer so soon / and you may be sure that we will meet your / request by the end of the week. Ray Jones, who / is in charge of the main shop, will see that / your request is met. If at any time it is / necessary to talk to him, just pick up the phone./ (**70**)

Unit 9

1 I estimate I shall be away about one week. (**9**)
2 When I get back, I shall study the latest sales figures. (**11**)
3 I hope they will be at least equal to last year's average. (**12**)
4 If not, then we ought to have a talk about them. (**12**)
5 Then we should take steps to see that we do not get behind anyone else in the business. (**18**)
6 Your speed will depend on the way you study the system. (**11**)
7 The boy was not very good at school. (**8**)
8 When you go away, only take luggage that is necessary. (**10**)
9 What one omits is up to the individual. (**8**)

Fill the gaps 2

1 necessary
2 electricity
3 letter; account
4 or; to
5 page
6 without
7 opportunity
8 or; that; question

Unit 10

1 We have been typing a lot of letters today. (**9**)
2 Some are going out by hand and I shall be putting the rest in the post. (**16**)
3 Today we are having a meeting. (**6**)
4 That is why I am having to do the letters so quickly. (**12**)
5 Then we will be staying to have tea. (**8**)
6 Then we shall visit the offices and mingle with staff. (**10**)
7 That is something we do at each meeting. (**8**)
8 We usually talk about many things to do with the office. (**11**)

Unit 11

1 I had to take a letter thanking the company. (**9**)
2 They have allowed us to use their car rank. (**9**)
3 The rank is opposite the office and is nearer than the car park. (**13**)
4 Only managerial cars are allowed there and they have to show a pink ticket. (**14**)
5 We think it very kind of them to let us use it. (**12**)
6 I enclose some of the tickets to use with your car. (**11**)

Reading practice

I must begin my speech by thanking those of you / who have been to see me while I was ill. / I was happy to see so many of you. It / made me realise that you all think well of the / business and that you do not shrink from doing something / to assist us when the head of the company is / away. I am delighted that I have had the backing / of all of you. As from today I shall be / in the office all the week. Give me a ring / at any time if you wish to talk about anything./ (**100**)

Unit 12

1 I would like you to have lunch with me soon, as I have much to tell you. (**17**)
2 A vacancy in the head office has been announced and I am sure you would like to hear all the details. (**21**)
3 The pay is good and there are some allowances which are paid each month. (**14**)
4 I shall be able to give the details to you when we have lunch, so fix an early date. (**19**)
5 Perhaps it would be best if we could meet at a hotel where we are not likely to be seen by office staff. (**23**)

6 Perhaps you would suggest a quiet hotel, and I will ring and book a time and date to suit us both. (**21**)
7 It occurs to me that you might also like to hear of the changes which have been made in the office in the last month. (**25**)
8 They caused quite a surprise when the notice was put up. As there are a lot of them, it will be best if I give you a verbal account as there is too much to tell in a letter. (**39**)

Reading practice

At this point I think I should speak about the / change in circumstances which led us to decide not to / carry on with the move to the site in Park / Way. We had not begun any building on it, so / we shall be able to dispose of it quite easily / if we so desire. You will recall that we announced / six months ago that the balance sheet might not be / as good as we hoped. Although you will see from / the figures in the accounts that the company is in / a good state, it is not thought wise to make / too much change at this time. We think that the / best thing will be to stay as we are. Perhaps / in a year's time the circumstances will be different and / we shall be able to think about moving into a / bigger building if finances allow us to do so. (**149**)

Unit 13

1 When on holiday, we used to go for a long walk each day so that we could keep fit. (**19**)
2 We used to take one of the footpaths to the top of the hill. (**14**)
3 It was tough going at times, and the walking was often too much for the younger ones in the party. (**20**)
4 We usually took a packed lunch with us and we would get back about five. (**15**)
5 I am writing this letter to tell you of my findings about the latest car you have put on sale. (**20**)
6 I have been using it for some weeks and I find that it suits all my needs. (**17**)
7 I like the way the dashboard has been designed, so that all the electric signals are fully in view. (**19**)
8 It is also very easy to notice the speed, which is not the case with some cars. I find it a joy to use. (**24**)
9 I think this is the first time I have been able to say of any car that it is one which I would advise anyone to buy. In short, there is no fault I am able to find. (**38**)
10 We are flying to Italy in February for a short holiday. I am hopeful that my family will be able to see some of the famous beauty spots. (**28**)
11 We are all studying Italian so that we shall at least have a slight acquaintance with the language and be able to use it. (**24**)
12 It will be most useful if we have to stop one of the natives to ask the way, or when we go shopping. (**23**)

Reading practice

With reference to your letter, I would like to state / that you may rest assured that you will have first- / class service at all times if you decide to deal / with us. We take pains to see that all clients receive quick delivery of all goods they require from us. / For many years we have always seen to it that / goods are sent by the following day at the very / latest. As a first-time client you need have no / fears about delay, because there will not be any. We / look forward to hearing from you again. We do not / mind if you telephone or if you write. You will / receive the same careful service. (**115**)

Unit 14

1 We believe in always making immediate payment for all the goods we receive. In that way, we often receive a useful rebate. In fact, payment without delay also helps cash flow. (**31**)
2 I notice that some government departments are putting advertisements for staff in the daily papers. These are good jobs, but there is always a hard test to pass before you are likely to be offered one. (**36**)
3 There is a need for first-class typists in all offices and often good shorthand is said to be a necessary requirement. (**22**)
4 Some advertisements stipulate a shorthand speed which will be tested. If you have studied well, you will have a good chance of joining the Civil Service. (**26**)

5 The Member of Parliament finds himself or herself having to cope with a lot of old customs when first elected. It is a requirement of all who go into Parliament and many are not in favour of them at first but they soon find that they are all part and parcel of the activity of government. (**56**)

Reading practice

There has been a lot of talk lately about the / building of the college swimming pool. This development has caused / some talk among those who are not in favour of / it, as they say it will cost too much. At / the moment there are many who are in favour of / it, and it is a question of who will have / most influence in the end. (**65**)

Unit 15

1 It is essential that you pay particular attention to detail in all you have to do. (**16**)
2 Guard against any careless typing and be careful to spell all names correctly. (**13**)
3 If you have occasion to question anything, do not be afraid to do so. You will not be thanked for any error you make! (**24**)
4 If I have sufficient time, I shall visit my relatives when I am on holiday at the end of the month. (**21**)
5 I have not seen them since I was a child, so it should be quite an occasion. (**17**)
6 They live in an ancient house near the lovely city of Bath. I mention this because I believe you like Bath and I will look for a nice view of the city to send you if I decide to go. (**40**)
7 The occasion was a very special one and the intention was to bring the actions of the charity to the attention of those in a position to support it. (**29**)
8 In this way it was hoped to bring the relationship of the charity and those who give their support much closer. (**21**)

Reading practice

Before going on with the rest of my talk, I / will stop for a moment to emphasise how necessary it / is to give so much time and money to the / charity. It is crucial to all the good that we / do that we should have a healthy bank balance. Without / that, we are not able to do anything. If we / are to be efficient, we need all the money we / are able to get. That, of course, means that we / have to give time to raising the money, and I / hope you will do all you are able to do / to help us. In particular, I would ask you to / take out one of the official collection cards. These will / be of assistance to you when you go collecting from / house to house. I think that in the past they / have been a help to those who give their time / to us. (**152**)

Unit 16

1 Start the day well by trying to attend on time. (**10**)
2 There has been a tendency lately to ignore the first minutes of a lesson, and this trend must stop if we are to be efficient. (**25**)
3 It is also necessary to be on time in the office. (**11**)
4 Yesterday, the head of the department took the names and addresses of all who put in a late appearance and said he would report them to the management. (**28**)
5 This was in order to ensure all would get to the office on time. (**14**)
6 I think this will mean that attendance will be better in future. (**12**)
7 Much interest has been seen lately in the pageant depicting the history of the city. (**15**)
8 It will attract many visitors and traders hope to do record business during the time it is on. (**18**)
9 The pageant will last for a month and it is possible that it will attract many holiday makers. (**18**)

Fill the gaps 3

1 before; go
2 satisfactory
3 immediately
4 attention
5 financial
6 yesterday
7 telephone
8 intention

Unit 17

1 John Goodson Esq., 17 High Street, Spalding. Dear Sir, Thank you for your letter of yesterday's date. (**17**)
2 We are giving your order immediate attention and we hope to have it ready to send to you very shortly. Yours faithfully. (**22**)
3 Miss Ann Wright, 29 River View, Manchester. Dear Madam, In answer to your undated letter, I have to tell you of my surprise at the tone of your statement. (**29**)
4 It has always been the intention of this firm to give the best service to all clients. (**17**)
5 If you will give us full details of the difficulty you had with the young lady in the dress department, I will look into the matter without delay. (**28**)
6 Assuring you of the best attention at all times, I am, Yours faithfully. (**13**)

Reading practice

We are about to move office. We shall be going / into a modern building some distance along the street. We / have just been told that we are to pack all / the things we use as soon as possible so that / we shall have the office ready to use at the / end of the week. This means that the letters we / have to type must be finished very soon. I had / just got as far as 'Thank you for your order, / which will receive immediate attention' when I was told to / start packing my things, so the letter will have to / wait until we have moved. What a lot of activity / we have among the staff today! (**116**)

Unit 18

1 The catering at the factory is to be put in the hands of another company, as the last one has not been very satisfactory. (**24**)
2 We hope this caterer will be better than the last. (**10**)
3 It is a fact that there is a tendency to limit the letters we send out and to use the telephone instead. (**22**)
4 The managing director has issued a memo saying that while this may speed up things, it is better to put the details in writing. (**24**)

Reading practice

If there are to be additional goods for sending to / foreign firms, then we must think about methods to advertise / them in trade magazines which circulate among those who will / be interested. Some of the representatives we have speak foreign / languages, and they should be able to help us to / reach a decision. It will not be done easily, but / usually some of the representatives will be able to assist / in drafting an appealing advertisement. After all, they are the / ones who are likely to be going to visit those / firms. We should stress the neatness and attractiveness of the / goods and offer a good rebate for immediate payment. We / should also give them a guarantee of satisfaction. On the / other hand, we could suggest some sort of franchise they / might like to take up. (**135**)

Unit 19

1 It is quite clear to us that there is to be more work done in the workshops and this will lead to a better salary for all our workers. (**29**)
2 I had a customer in the shop this morning to ask if there was any chance of buying a world atlas. I had to point out that we sold motorcars, not books. (**32**)

Reading practice

It was only the other day that I learned the / true story of Stilton cheese. There are not many of / us who do not like a piece of Stilton at / the end of a meal, and the story of it / is quite interesting. It gets its name from a village / in what used to be Huntingdonshire. At Stilton was a / hotel called the Bell, which catered for stage coach passengers / travelling from London to York. The man who ran the / Bell had a sister whose husband had a farm near / Melton Mowbray. She used to make the cheese and would / send it to Stilton to be sold. That is why / it was called 'Stilton cheese', although it was not made / there. The Bell still stands at Stilton and today it / is a restaurant. Why not study a road map and / find the distance from Melton Mowbray to Stilton? (**148**)

Unit 20

1 The management has decided to donate £10 000 to the staff pension fund from this year's huge balance of £10 million. (**23**)
2 Shares in Smith and Co., the fashion retailers, have gone up from 14p to 56p after the company reported smaller losses on the six months' trading. The interim dividend will be up by 15 per cent. (**38**)
3 Butler and Osborne, who manufacture medical materials, have announced the acquisition of the French company 'Astra', makers of surgical materials for FF1,960 million. Butler and Osborne will take up 55 per cent of the shares with an option on a further 23 per cent. (**45**)
4 The number of company directors who have received more than £1 million in dividend payments is a list which makes interesting reading. It was issued today in a survey and shows that one man had well over £20 million in payments. This is 18 per cent more than any other person and the survey lists another 300 who received more than £200 000. (**67**)

Reading practice

If my reading of the stock market is correct, we're / in for a rather strange time. In the last hour / of yesterday's trading our shares rose to 62p from / 54p, and I'm sure that although that's very heartening / we'd much rather have had a steady rise. You're aware / that we've a large block of shares in a Californian / firm and these stand at 6.5 dollars a / share. We've decided to sell a block of German shares valued at / 4000 deutchmark, and this we've already done. (**88**)

Unit 21

1 Shall we go together to examine the damage to the lorry? (**11**)
2 We could take a taxi to the garage in Exhibition Road, where the lorry has been left. (**17**)
3 I think the trip together could be well worth while. (**10**)
4 We are sending a representative to Berlin next month to have a meeting with our colleagues on the question of exports to Germany. I think this will be excellent. (**29**)

Reading practice

Except for the electricians, all members of staff at our / southern region factory were in agreement on all the points / we put forward. The electricians did not like the way / the shift work was to be done. For example, they / were against working at the end of the week unless / they received extra payment and demanded a minimum of another / £40 on their salary. I think the position they / adopted is quite extraordinary and I told them so. We / are to meet next week for further talks on the / matter but my experience with them is that we shall / have to make up our minds on the stand we / take. (**111**)

Unit 22

1 The minimum number of extra staff we shall require to act as guides to accompany the visitors to the chemical department is 25. (**23**)
2 We must not allow anyone to stray away or to slip behind, as commonly happens, since there is a lot of dangerous work done in the department. (**27**)
3 Our chemists will see that they are all issued with special clothing before they enter and will stop anyone who is unaccompanied. (**22**)

Reading practice

My father and mother used to be on the stage. / Dad was a comedian and mother was a singer and / dancer. They used to work as a team and they / took the act to all the big theatres and many / little ones as well. In their young days they were / quite famous. I was very nearly born in a trunk - / my father got his wife to hospital just in time. / In fact, my first memories were of dressing rooms. When / my parents got older, work was harder to get and / when Dad had an offer to become manager of a / theatre, he took it. That is when we came to / settle in this city. I did not follow a stage / career. Instead, I became a designer of scenery for some / of the West End shows and on one occasion I / was recommended to design a big show in Paris. That / put me on the road to success. (**157**)

Unit 23

1 I never go to town nowadays if I am able to avoid it, because there is such a lot of traffic and at my age this makes things difficult. (**29**)
2 Things were very different when I was a young girl. In those days we knew when it was safe to cross the road, but nowadays traffic seems to come from all directions. (**32**)
3 I remember years ago we had a van which we used for delivering every kind of goods we sold. I used to drive it and that gave me an advantage over my friends, who could not drive at all. (**40**)
4 Everywhere we went I was expected to do the driving. I did not mind at first because I liked driving. Nevertheless, there came a time when I found I wished we had another driver in the party. (**37**)
5 Eventually a young man came along who had a lot of driving experience and we shared the work between us. No doubt this led to our discovering we had a lot of common interests. (**34**)
6 Several times we went out together and found that we liked each other a lot so there was the usual happy ending - we got married. (**25**)

Reading practice

As you go along the main road out of town / you will no doubt notice that several new office blocks / have been built. In our view this is something that / will only do good because it is evidence of the / added importance of the town. Every new company that comes / here will bring more residents, more money and more trade. / This, in our opinion, will only be to our advantage. / We know that some residents dislike the change because it / means the loss of some lovely views, but that is / happening everywhere. (**92**)

Unit 24

1 We had a long conversation about our holiday but the result was inconclusive. (**13**)
2 I wish to go to Italy this year, but the rest of our party say it is inconvenient. (**18**)
3 I'm at a loss to know why this should be so. (**11**)
4 They have the advantage of taking an early holiday, when things are cheaper. (**13**)
5 I'm inclined to think some of them are being awkward. (**10**)
6 Or perhaps they don't want to go with me, anyway. (**10**)

Reading practice

The other day I was wandering through a local market / when I came across something most unusual. On a stall / which seemed to deal in all those things nobody wants / I saw what appeared to be a small tin trunk. / The lid was of a most unconventional shape, with one / side higher than the other. When I looked inside, I / saw that it contained a very old typewriter. I had / never seen one like it before. The machine was heavy. / There was no shift key. Instead, there were extra rows / of keys. The top rows were used for capital letters / and the bottom ones for lower case letters. It must / have been nearly a century old. There was no instruction / book included, but that was hardly necessary. The letters of / the alphabet were laid out in the same way as / they are today. They have not changed since the day / when the girls who used such machines were know as / 'lady typewriters'! (**162**)

Unit 25

1 It will be a pleasure to take part in the school play. (**12**)
2 It will be given at the end of term and is in aid of the Child Poverty Society. (**18**)
3 It is planned to have five shows, and several people have offered to help with refreshments. (**16**)
4 These will be served at the interval and there should be a good supply. (**14**)
5 I am told there have been many applications for seats. (**10**)
6 It is to be in the central hall, which is a good place to have it. (**16**)

Reading practice

When the party set off to explore the countryside, they / never thought they would find a body; but they did, / and it gave them a fright until they realised that / it was in fact a tailor's dummy. This resulted in / much laughter. One of the men picked it up and / said it was made of plastic. Yet, he said, it / was quite heavy; and to make matters more complicated, there / was a noise

when it was shaken. 'There must be / some simple explanation to this,' he said. Several people helped / him to carry it to the main road and there, / by a stroke of luck, they saw a police car; / but that landed them in difficulty, as it was / the very thing the police were looking for! Some robbers / had used it for concealing stolen silver and the party / had quite a time explaining how they came by it; / but it all ended well and they received a reward / offered by the owner of the silver to any member / of the public who recovered it. (**176**)

Unit 26

1 The electrification of our railways is well on the way to completion. (**12**)
2 But we do not have a standard for the work. (**10**)
3 On some lines the electricity is supplied by a live rail, as on the Southern Region lines. (**17**)
4 Other lines are supplied from a wire which is placed above the trains. (**13**)
5 Both have disadvantages and no doubt at some time in the future the experts will discontinue one of them. (**19**)
6 It will be quite an undertaking, though, to make the change. (**11**)
7 However, I understand that it will be some years before any change is made. (**14**)
8 Under the circumstances it is not likely that electrification will ever be standardised. (**13**)

Reading practice

I have called this meeting of department heads so that / we can discuss our plans for the future. It is / a matter to which we must give some careful thought, / and shortly I shall ask you for your views. Firstly, / however, I would like to put out some thoughts of / my own, but it does not follow that because they / are mine they should automatically be undertaken. As I see / it, we should have a short-term policy and a / long-term one. In the short-term I think we / should concentrate on installing more electronic machines. I would underline / this - if I can use the word 'underline' in this / sense - because I am convinced that it will make for / more efficiency. I recently visited several places on the Continent / and I saw how many people are working more efficiently / with the latest electronic equipment and I came away fully / convinced that we must follow suit. It will mean we / shall have to undergo a big change. Now I will / turn to the long-term policy. (**176**)

Unit 27

1 Fashion changes over the years - not only the clothes we wear, but the words we use. (**16**)
2 If you glance through a fashion magazine of some years ago, you can't help but notice how some things become popular again. (**22**)
3 It is the same with the words we use, some of which actually change their meanings. (**16**)
4 For instance, the word 'awful' once meant something that was full of awe, but it doesn't mean that now. (**19**)
5 We also change our opinions; for example, in politics some people change their views from one day to the next. (**20**)
6 There is nothing wrong in all this, and often it transpires that most changes are for the better. (**18**)

Reading practice

Take a letter to Mr Shah. Thank him for his / letter of the 24th and for the signed contract. You / had better say that the goods will be sent to / the Calcutta shop of his company by air and he / should tell them that they will be there within two / weeks. You can see to that part of the letter. / Then you should add: 'The transistors will all be tested / before leaving the country, so that part of the work / will be over and done with. We can assure you / that our customers all over the world are quite satisfied / with the attention we give them. We hope that when / you are again in the district you will come over / to our factory and give us the pleasure of your / company for a few hours.' I think that's the lot / for today. (**142**)

Unit 28

1 We are known nationwide for the excellence of our goods. (**10**)
2 Although we are a family firm, we have always enjoyed national goodwill. (**12**)
3 Some people say we deal in second-rate materials, but that is nonsense. (**13**)
4 Multiple stores are our best customers and they always insist on best quality. (**13**)
5 We do not agree that large companies are necessarily the best for the type of goods we sell. (**18**)
6 You may know that we always have a multitude of items in stock. (**13**)
7 I mention this because it is something we have to explain over and over again to new clients. (**18**)
8 In most cases you will find our goods are superior to those offered by other firms. (**16**)
9 You will notice, for example, that the section of semi-tropical plants in our catalogue is superior to that of any other company. (**23**)
10 Our expert on them is David Smith, a semi-retired gardener of national renown. (**14**)
11 He will be pleased to visit your new supermarket and offer his advice without any charge or obligation on your part. (**21**)
12 He will also superintend any displays you may wish to have in your supermarket. (**14**)

Reading practice

In many matters I am regarded as a non-conformist. / This is because I do not always agree with the / views and actions of many people. For instance, I do / not understand why we should be like a lot of / sheep and follow the leader in habits and opinions. I / like to be independent in this multi-racial world and / go my own way. I consider this an ideal way / to form a strong character, although it is not always / easy to do so. Some people consider I talk a / lot of nonsense but after a little thought they are / inclined to think that there is something in my views, / after all. (**112**)

Unit 29

1 The desirability of having all the valuables displayed on the tables was discussed at length. (**15**)
2 It was decided that there should be guards on duty, even though the valuables, suitably labelled, would be covered with glass. (**21**)
3 This decision was viewed favourably by most people, but some thought it reasonable to have them insured as well. (**19**)
4 This, they said, would ensure that the responsibility for the display was well covered. (**14**)
5 The possibility of theft was considerable, but most people thought that with the guards at the tables, no thief would take the trouble to attempt a robbery. (**27**)

Reading practice

Some children on the beach were throwing pebbles into the / sea. Each child searched for a flat pebble so it / would skim over the water when they threw it. They / took the trouble to count the number of times it / hit the water before it sank, and then decided on / the winner. When there was a dispute, some of them / became quite voluble, but it was all in good fun. / Some were capable of throwing a pebble so that it / went a considerable distance. (**84**)

Unit 30

1 When I wrote for a tea service like that illustrated in your brochure, I expected prompt delivery. (**17**)
2 However, you kept me waiting for more than a month, which I thought a grave neglect on your part. (**19**)
3 I know it is the practice of some companies to say 'allow 28 days for delivery', but you did not say this. (**22**)
4 When the tea service was delivered, the crate was broken. (**10**)
5 Two cups were cracked and one plate was missing. (**9**)
6 The cream jug was chipped and the sugar bowl did not match the rest of the service. (**17**)

7 If you are unable to provide me with a suitable replacement, I must ask you to credit my account or return my money without delay. (**25**)
8 The tea service is being returned this day and I trust you will deal with this matter promptly. (**18**)

Reading practice

Dear Madam, Thank you for your letter. As I told / you on the telephone today, I am most surprised at / what has happened. I am told by our supervisor that / the tea service was packed in the crate with the / greatest care, so as to ensure every protection to such / a fragile product. Our packing department also took the trouble / to check that the crate was strong and we are / at a loss to know how it should have been / damaged. A replacement is being sent by one of our / vans and I can only apologise once again for any / inconvenience you have been caused. I trust the new tea / service will prove acceptable. As a further expression of our / regret, I have given instructions that you are to be / allowed 15 per cent discount on this transaction, which will / be credited to your account. Yours faithfully. (**147**)

Unit 31

1 I have arranged for the article about our new range of products to appear in the next issue of the magazine. (**21**)
2 I have discussed it with the Art Editor, who is quite happy with the arrangement. (**15**)
3 Miss Johnson of our Publicity Department will work with the magazine writers and ensure that everything is in order. (**19**)
4 She will also supervise the arranging of the artistic decorations and will pay attention to the ornamental design at the top of the article. (**24**)
5 The page will be in colour but we should not use orange, which some Eastern countries regard as a 'bad luck' colour. (**22**)
6 A dark green should be used for the headline. (**9**)
7 If you have prepared anything to include in the article, it is most important that I should have it at once. (**21**)
8 A proportion of the article will be devoted to those products of interest to our Asian customers. (**17**)

Reading practice

Our organisation has been in existence for nearly 200 / years. It was started as a family concern to make / painting materials for artists. At first it made quite ordinary / colours such as red, blue, green and orange but gradually / spread to more complicated shades. From this simple origin, the / organisation grew to include making ornamental frames for pictures. Then / for some reason members of the family began to produce / small items of furniture. About 50 years ago the firm / had grown so much that we opened a furniture factory / and soon orders were coming from home and abroad. Since / then we have never looked back and, most important of / all, we have earned a reputation for quality and honest / dealing. (**121**)